Chorus—New Zealand’s largest telecommunications infrastructure company—was awarded two major government-sponsored projects:

- **Ultrafast Broadband Initiative (UFB):** Connect 75% of New Zealanders to ultrafast broadband by 2020
- **Rural Broadband Initiative (RBI):** Enable fiber-based connections to 93% of rural schools and extend broadband to remote communities

**Challenge**

With much of its network design and build activities outsourced to other companies, Chorus faced unique network management, inventory, and data quality challenges.

**Need**

To meet government-imposed rollout dates and reporting requirements, Chorus recognized its existing physical network inventory (PNI) and operational support systems (OSS) needed to be improved and extended.

**Solution**

**Integrated Inventory**

Chorus’ Smallworld PNI system was integrated with the service order management system, Nokia’s FlowOne, to automate and expedite requests for service.

**Results**

Orders are now processed, instructions issued to field crew, and service is activated with minimal manual interventions and handovers.

- FTTH connection details from Smallworld provide quality PNI records
- Public-accessibility to these records let customers know when UFB is available for order
- Less time spent clarifying which customers connect to which distribution points has resulted in greater technician efficiency in the field
- Less time spent on records clarification has resulted in faster install times
- Improved fault resolution and asset maintenance

Learn more about how you can work with GE to achieve your goals