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China Netcom (Group) Company Limited Jilin Branch

JP1/AJS2 application enables automatic monitoring specific to billing system as well as automatic monitoring of operation of daily and monthly datasheets and batch files. Only abnormal system condition occurs, will relevant administrator be informed to perform manual intervention, which greatly lowers the heavy workload of administrators currently available and improves IT system management efficiency.

"Automation + Failure Free

Hitachi JP1 Upgrades Jilin Netcom IT Management Level"

Mr. WangYong

Informationization Department of Enterprise Senior Manager

Customer Overview:

China Netcom (Group) Company Limited Jilin Branch (hereinafter referred to as "Jilin Netcom") is a large-sized state-owned backbone telecommunication carrier affiliated to China Netcom (Group) Company Limited, offering both basic and value-added telecommunication services focused on fixed telephone, wireless local call, data telecommunication and network element leasing. It has set up and managed 9 sub-branches at municipality level and over 40 ones at county level and now employs a workforce of over 13,000, and has established sophisticated telecommunication infrastructures of business network, basic transmission network, access network and support network of most extensive coverage and largest scale within Jilin Province. Thanks to rapid business growth in the last few years, it now has over 6.9 million subscribers and offers 7 categories of services ranging from fixed phone, wireless local call, data telecommunication, inter-network settlement, telephone repaid card, network element leasing and maintenance agent, which consists of 271 products, ranking the first among all carriers and taking a sizable market share in the province.

Informationization Creates New Demands

In recent years, due to increasingly intensified competition and evitable substitution effect that mobile telecommunication has on fixed telephone services, Jilin Netcom has to cope with the problem of weak subscriber growth as well as the paradox that more voice service sales does not lead to higher revenues. Under such a circumstance, how to lower operating costs, increase competitiveness and shift from a traditional voice service provider to a comprehensive data service provider have become the major issues it has to address.
Since the end of 2004, as an important move of such a transformation, Jilin Netcom began to implement informationization program focusing on establishment of comprehensive customer service system and billing system, and online data gathering system as well as ERP system in parallel. Through a few years hard work, a basic corporate IT infrastructure has been shaped, which allows its decentralized business handling and billing process to be shifted to a centralized process and plays a positive role in reshaping its business process and shifting its management and decision-making methods.
However, such a centralized process also creates new problems, according to Mr. Wang Yong, informationization department of enterprise senior manager of Jilin Netcom, the first challenge is to meet the increasingly higher system reliability and stability required by corporate operations due to adoption of this new centralized process. Previously the effect of network failure may be confined to one sub-branch at municipality or country level, now it can affect province-wide network functioning.
Second, the centralized process gives the network a more rigorous test at business peak, e.g., business volume on holidays and at month end billing time is usually 100% higher than that of regular business time, which often causes system overload. Lower system performance or abnormal network operation due to core business system failure will lead to irredeemable losses of corporate business as well as negative effect on customer satisfaction.
The last but also most important problem is heavy and inefficient maintenance management work. Due to the need of system administrator's manual operation of most routine maintenance work of core business system, risk of human error increases.

Moreover, the operation process that can only be monitored manually makes it hard to identify any emerging problem on a timely basis, it is even so to experienced operators, which makes it impossible to keep them informed of operating status on a real-time basis.

Pinpointing these aforesaid problems, Jilin Netcom is in urgent need of an operation management solution package that can perform dispatching, management and monitoring of operation in huge quantity via automation process to improve efficiency, save manpower and reduce impact of human error on the network as well as to provide real-time monitoring of network operation status to identify and solve problems in time and eventually to shift its passive "Firefighting" service pattern to active preventive service pattern, so that more maintenance staff shall be displaced from heavy routine maintenance work, and better focused on the reasonable network allocation and modulation to upgrade performance and stability of the entire network.

JP1 helps achieve automated and failure-free core business management

Jilin Netcom, through a comprehensive selection process and comparison, finally chooses to deploy the JP1/Automatic Job Management System 2 (JP1/AJS2) in Hitachi JP1 software to offer business monitoring function specific to management information system (MIS). What makes Hitachi JP1 software stands out and favored by Jilin Netcom is its wide range of automated operation management and maintenance functions. Billing system, as the most important component of MIS, handles the processing of millions of subscribers and hundreds of services province wide and needs to perform a large quantity of heavy workload on a regular basis, such as order accepting, service data gathering, daily datasheet production, run month end batch processing and monthly datasheet production. According to statistics, the billing system alone has to process 1.5 billion phone bills per month, equal to 50 million per day on average, which creates huge operating pressure on the billing system. Moreover, the fact that many tasks can't be achieved by a single operation but have to be performed through multiple operations in sequence or based on different conditions also creates huge pressure for the management team.
Moreover, through flexible configuration and sophisticated alarm processing features of Hitachi JP1 product, Jilin Netcom has accomplished failure-free operation of billing system that avoids losses caused by system errors. Strong configuration and operator-friendly features of JP1/AJS2 offer management staff convenience. Meanwhile, management staff can perform unified monitoring of multiple platforms and business systems through automatic dispatching business monitoring platform of JP1/AJS2 and freely add or delete business monitoring functions so that a flexible deployment of business monitoring can be achieved. Additionally, system administrator can see a clear picture of operating state of all key business points through a unified interface, which displays accurate history data to allow complete understanding of system performance, and capture performance trending and analyze it in time so that measures could be taken in advance to prevent possible failures. JP1/AJS2's real-time early warning mechanism that initiates warnings in many ways, including short message, email, and etc., facilitates administrators to eliminate problems in time according to failure points indicated by automated business monitoring manager to guarantee business system operability. It is exactly the deployment of JP1/AJS2 that enables Jilin Netcom to achieve the shift of IT management service from passive to active.
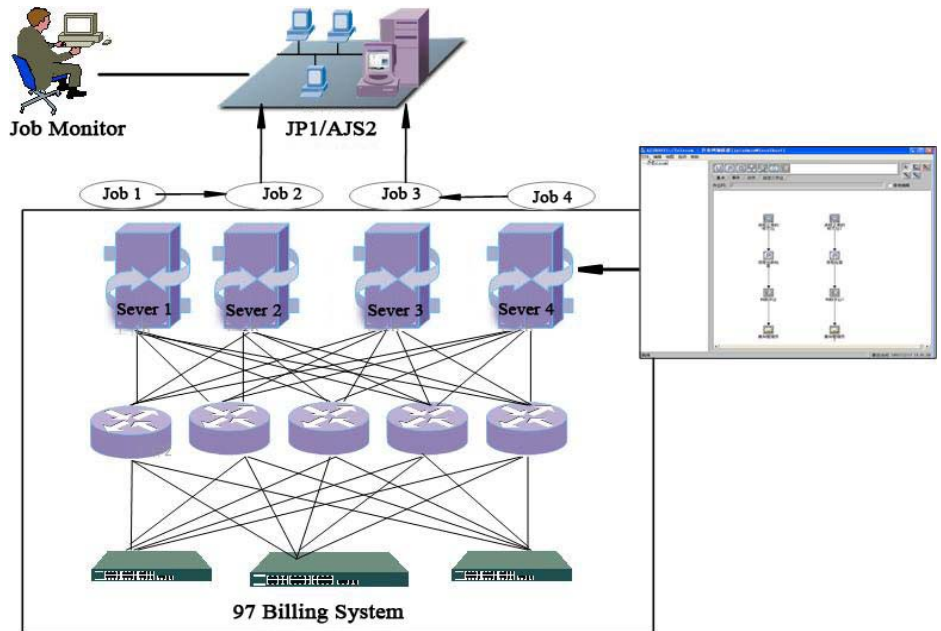
JP1

Hitachi: A winner of more than technology

Since its entry into China market in 2003, Hitachi JP1 system operation manager software has been unanimously recognized by Chinese customers thanks to good stability, personalized design, user-friendly application and operation, which is also acknowledged by Jilin Netcom. Hitachi JP1 outperforms all the other products in the product test that it has conducted specially for this project, it presents a higher degree of automation, viewer-friendly interface, simple operation, and compatibility with cross-platform setting, in particular, its features of flexible configuration and sophisticated warning mechanism impressed the technical personnel attending the test from Jilin Netcom.

Mr. Wang Yong states the most prominent functional advantage of JP1/AJS2 product is it gets rid of the old IT service management concept and integrates with the ITIL concept that is currently popular in the industry. The JP1/AJS2 deployed catering to characteristics of current business of Jilin Netcom can help it with the effective management of its current business system and allows free addition or deletion of service according to demand of business development without affecting current business system. Therefore, it is an effective supplement to the current IT management services.

As telecommunication carrier, we desire to collaborate with competent multinationals, and upgrade our own management level and service standard through introduction of advanced technology and best products in the world to achieve variability in fierce market competition. It is no exception to Jilin Netcom's manifestation. Therefore, in the course of informationization, it sets rigorous criteria for selection of partners. Besides product features and future scalability, its strength, service support capacity and service awareness are all key factors to be considered.

Hitachi is one of the Fortune 500 companies and remains strong in the arena of system operation manager, and its system operation manager JP1 is also a well-established product, and has accomplished great success in Japanese market, representing the cutting edge software standard in the industry, which is the key factor that motivates Jilin Netcom to choose Hitachi JP1. In addition, Hitachi employee's good communications skills and service-minded attitude much impresses Jilin Netcom staff. Competent chief of Jilin Netcom notes that sales and technical personnel have existing business demand seamlessly combined, and deployed an operation management system that meets our demand, and presents a trustworthy attitude and competency.

Now informationization development of China's communication sector is getting increasingly deepened, and telecommunication carriers' perception on and investment in informationization will be further strengthened. It is believed that Hitachi JP1 solution will sure play a bigger role in the informationization of China's communication sector based on its advanced product technology and excellent service standard.

"Previously, to ensure 24✕365 uninterrupted operation, 3 administrators had to work on shift around the clock to manage the billing system; by contrast, only one now has full capacity to handle the billing system management since JP1 software deployment, which minimizes the use of manpower."

Mr. Wang Yong

Jilin Netcom JP1/AJS2 Network Deployment Schematic

JP1

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