Customer Profile

- Telecommunications and Cable Provider in the USA.
- Delivers Broadband Internet, VOIP, and IT Services.

Business Challenges

- Manual Methods-of-Procedures & Non-Standard Service Provisioning was resulting in human errors.
- Deviation from golden standard configurations
- Minimal Configuration Managements capabilities.
- Support future expansion

Technical Requirements

- Automate Software Upgrades for Juniper MX
- Provision and Manage EVPN Services
- Integrate with Federos Assure 1, Atlassian JIRA.

North American Service Provider deploys Anuta ATOM for Advanced Network Automation

A telecommunications and cable provider in the USA provides enterprise services – including broadband internet, VoIP, and IT services in four states. The Service Provider needed an integrated system to deliver end-to-end service activation, monitoring, assurance, and billing. They were looking for a solution that would enable them to overcome key pain points with the following capabilities:

- Automate manual operations that slowed the service delivery process so that they could accomplish more during maintenance windows.
- Reduce human errors when executing the method of procedures (MOPs).
- Eliminate configuration drift caused by an inability to manage compliance against gold standards.
- Provide closed looped automation for faster remediation of issues.
- Ability to customize the environment and integrate the automation solution with multi-vendor network infrastructure and their existing OSS/BSS using a low-code approach.
- Do more with the resources they have, achieve better utilization by increasing skillsets – as an example - instead of typing in commands, enable engineers to deliver complex services with automated workflows.

The Service Provider's Chief Architect was quoted, saying, "Network automation is critical to delivering the best service experience for our customers as we roll out new technologies such as 5G, SD-WAN, and edge computing platforms."

Key Considerations

The Service Provider's team explored open-sourced solutions but soon realized that building a comprehensive automation platform was not trivial as it needed to:

- Automate workflows for Juniper MX upgrades with pre- and post-checks.
- Provision and Manage EVPN services using a vendor-agnostic abstraction.
- Offer a seamless experience of service and workflow automation supported by configuration and compliance management.
- Integrate with existing infrastructure, such as Federos Assure 1 monitoring system and Atlassian JIRA ticketing system.
- Be built on a modern and scalable architecture that can support the customer's growing multi-vendor network.

The Service Provider avoided other vendors that have a siloed approach, monolithic architecture, and dependency on third-party solutions.

Anuta ATOM Advantages

- Delivers Service Orchestration, Workflow Automation, Compliance, Monitoring, and Closed-Loop Automation.
- Automates complex workflows such as Juniper MX Upgrade, services such as EVPN.
- Monitors and Remediates Configuration Drift
- Scalable, Micro-Services Architecture
- Rich set of APIs and Open Architecture for integration

Results Achieved

- Self-Service Portal for MACD and Software Upgrades
- Elevated Network Compliance
- Single-pane-of-glass for monitoring

Business Benefits

- Combined network and business operations to a single workflow
- Reduced service provisioning time from days to hours
- Eliminated manual operations
- Avoided network downtime

Why Anuta Networks ATOM?

Customer selected Anuta ATOM due to following advantages:

- Workflow automation accelerated MOPs for Juniper MX upgrades, etc.
- Model-driven service orchestration for E-Line services using an industry-first feature that enabled automated pre & post validations for services.
- Delivers compliance, monitoring, and closed-loop automation.
- Has a modern software stack with microservices to scale horizontally.
- An open architecture with rich set of APIs helped integrate the MOPs with Atlassian JIRA to automate ticketing and multi-level approvals.
- Collected network events and served as middleware to the Federos Assure 1 platform to deliver a single-pane-of-glass for monitoring.
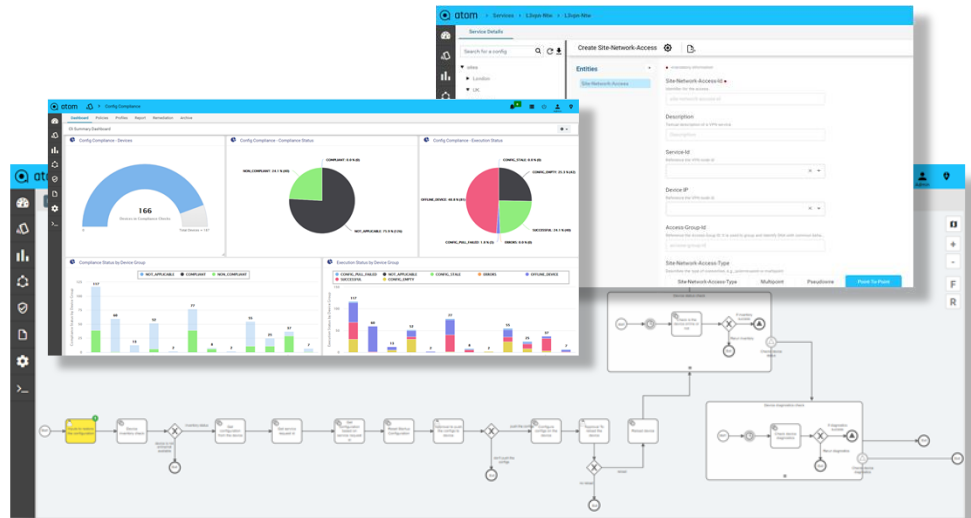
Customer Results

Network Automation at the customer is now powered by Anuta ATOM and backed by Juniper Networks via its professional services and JTAC. The Anuta ATOM solution:

- Reduced service activation time from days to hours
- Accelerated time-to-market for services and customer onboarding.
- Introduced self-service portal for MACD and software upgrades.
- Elevated compliance by enforcing golden-standards for configurations.
- Combined network and business operations into a single workflow by integrating Anuta ATOM and Atlassian JIRA.

Customer's Chief Architect was quoted, saying, "Anuta ATOM in Juniper's automation portfolio is impressive. It delivers a scalable, cloud-native platform that facilitates true closed-loop automation."

Learn more: www.juniper.net/us/ en/dm/anuta-networks-partnership/