



FastFiber's Transition to KloudVille

Seamlessly connecting Portugal while lowering TCO

Client:

FastFiber

Industry:

Telecommunications

Technology:

KloudVille

Country:

Portugal

The challenge

FastFiber is a leading telecommunications company in Portugal, specializing in high-speed fiber optic internet and advanced connectivity solutions.

As the largest fiber optic wholesale operator in Portugal, FastFiber has the most extensive national fiber optic network. The company is dedicated to connecting individuals and businesses seamlessly in the modern digital world. Covering approximately 5.7 million homes, FastFiber's primary goal is to expand its national coverage, aiming to make Portugal the first European country with full optical fiber coverage and staying aligned with the constant evolution of the electronic communications sector, including 5G mobile networks. With a mission to provide lightning-fast internet speeds and reliable services, FastFiber is transforming Portugal's digital landscape.

FastFiber partnered with Readiness IT to transition from the Ericsson Order Catalog (EOC) to a new platform aligned with its future business objectives. The company is looking to increase revenue growth, and support future products and services, while simultaneously reducing operational costs and lowering the Total Cost of Ownership (TCO) for hardware and operations.

Solution overview

Readiness IT provided critical support to FastFiber in identifying the best solutions for its challenges. The Kloudville Telecom360 solution was selected as the most suitable choice, with Readiness IT being an official partner and integrator of Kloudville solutions, leading the delivery of Kloudville Telecom360.

This solution offers the capability to support GPON and Dark Fiber services and regulated offers for duct and post usage. FastFiber's product catalogue is being effectively modelled on Kloudville Telecom360, specifically using the Module Product & Service Catalogue.

Significant enhancements to customer interactions and customer experience are being made through the implementation of the Customer Relationship Management (CRM) module for support.

Other modules, such as Simplified Billing, Order Capture, and Configuration for quotes, are also addressed, enabling custom pricing for different clients.

Additionally, a module for Maintenance and Incident Provisioning is being introduced to handle incident participations from operators and provision the corresponding network changes to resume client services.



Accomplishments

This deployment led by Readiness IT is anticipated to bring significant improvements.

- It represents the **first use case of replacing Ericsson EOC with Kloudville Telecom 360.**
- **A significant reduction in TCO** (Total Cost of Ownership)
- The technological **transition is occurring without any disruption in FastFiber services**, ensuring seamless connectivity for customers.
- The move is positioned to support FastFiber's growth in new markets and business domains while **eliminating the need for future complex and costly migrations.**
- The future operation of FastFiber is envisioned to become **simpler, more agile, and faster** in terms of time-to-market.
- These advancements are expected to bring about **greater efficiency and providing immense benefits for FastFiber's operations and business automations.**