

Under the patronage of **HRH Prince Khalid Al-Faisal**
Advisor to the Custodian of the Two Holy Mosques & Governor of Makkah Region



المؤتمر الدولي الثاني والعشرون لإدارة الأصول والمرافق والصيانة
The 22nd International Asset, Facility & Maintenance
Management Conference

Digitization - Excellence - Sustainability

Transforming Telecom Passive Infrastructure OPERATIONS

Unified Platform for Enhanced Operations

26-28 January 2025

The Ritz-Carlton Jeddah, Kingdom of Saudi Arabia

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An Initiative By
OMAINTEC
المجلس العربي لإدارة الأصول والمرافق والصيانة
Arab Asset, Facility and Maintenance Management Council

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Passive Infrastructure Operations for Mobile Network Operators (MNO)

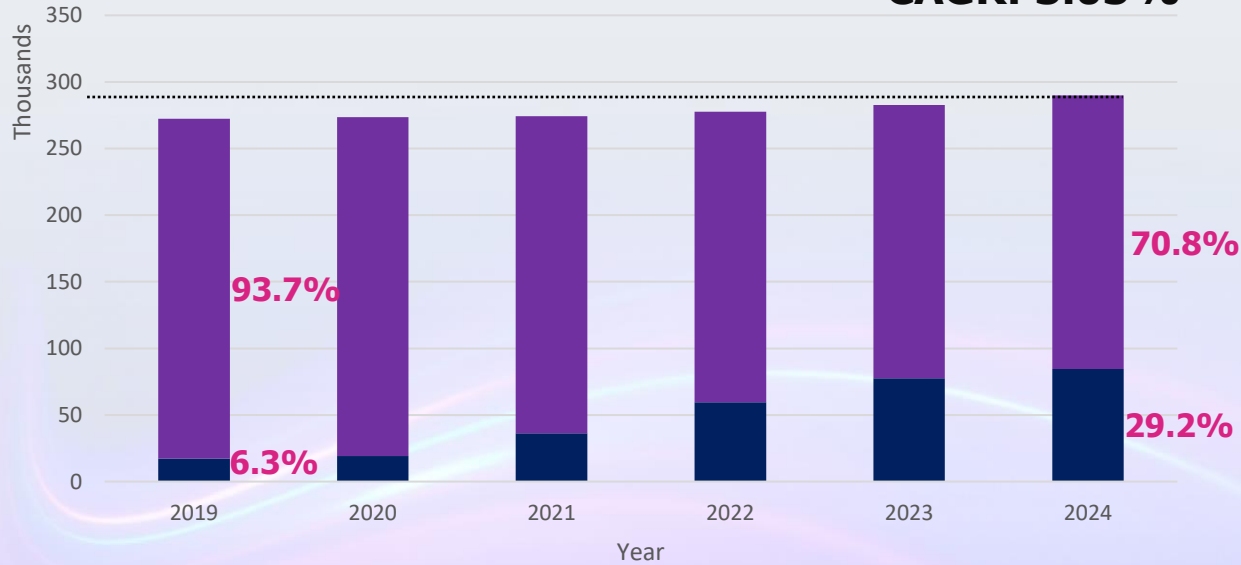
- **Fragmented Passive Infrastructure Management**
Not a core business for MNO.
- **Significant Impact of Passive Failures on telecom network availability**
Local and international fact.



YoY evolution of towers and towers ownership

MENA

CAGR: 3.03%

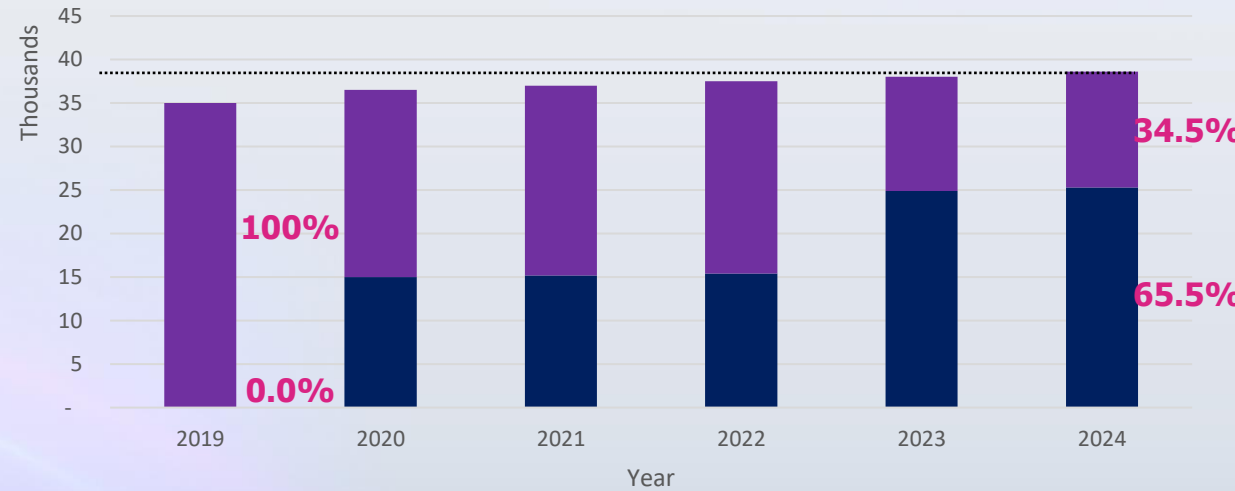


Source: TowerXchange

■ TowerCo (MENA) ■ MNO (MENA)

KSA

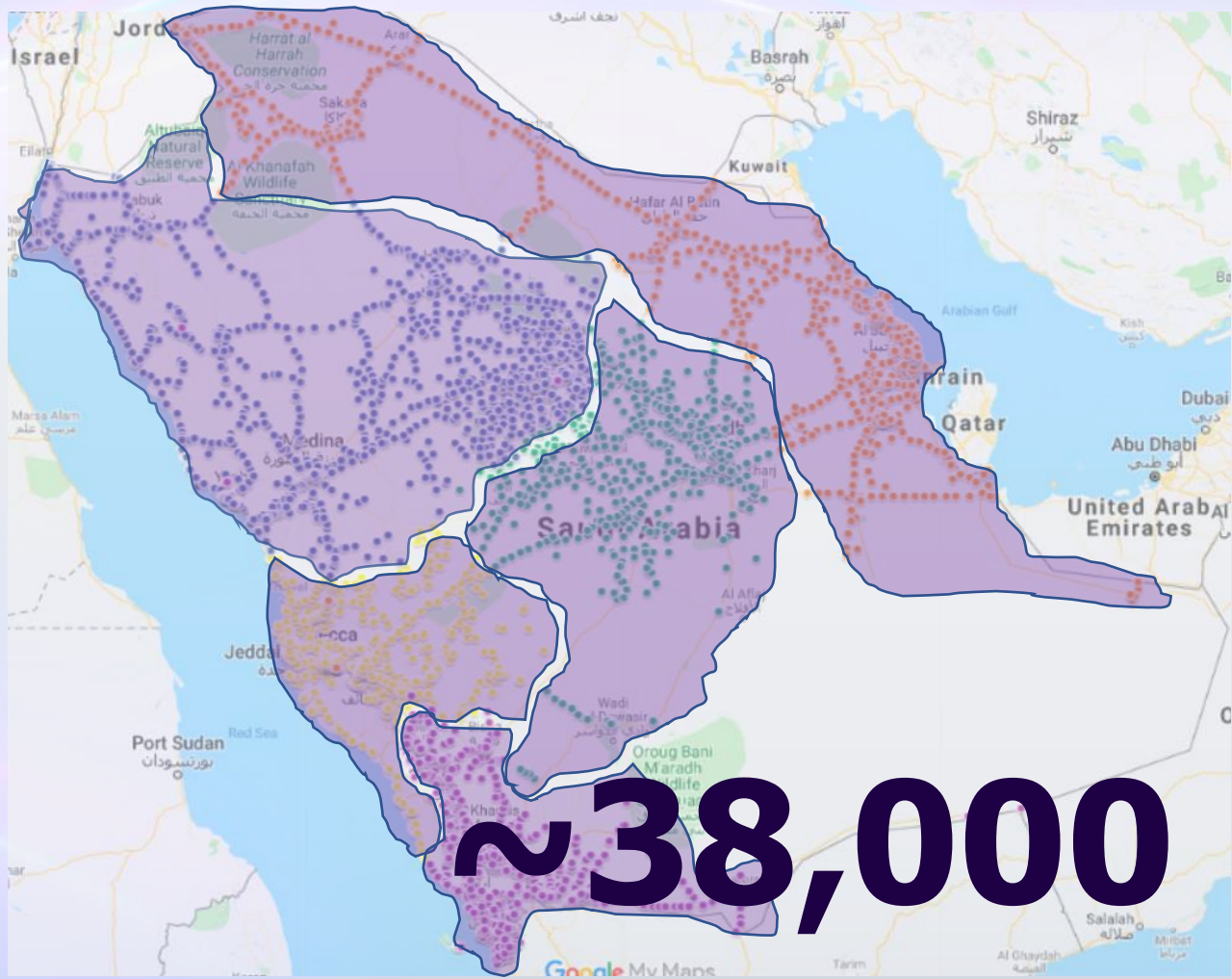
CAGR: 4.26%



Source: ACES

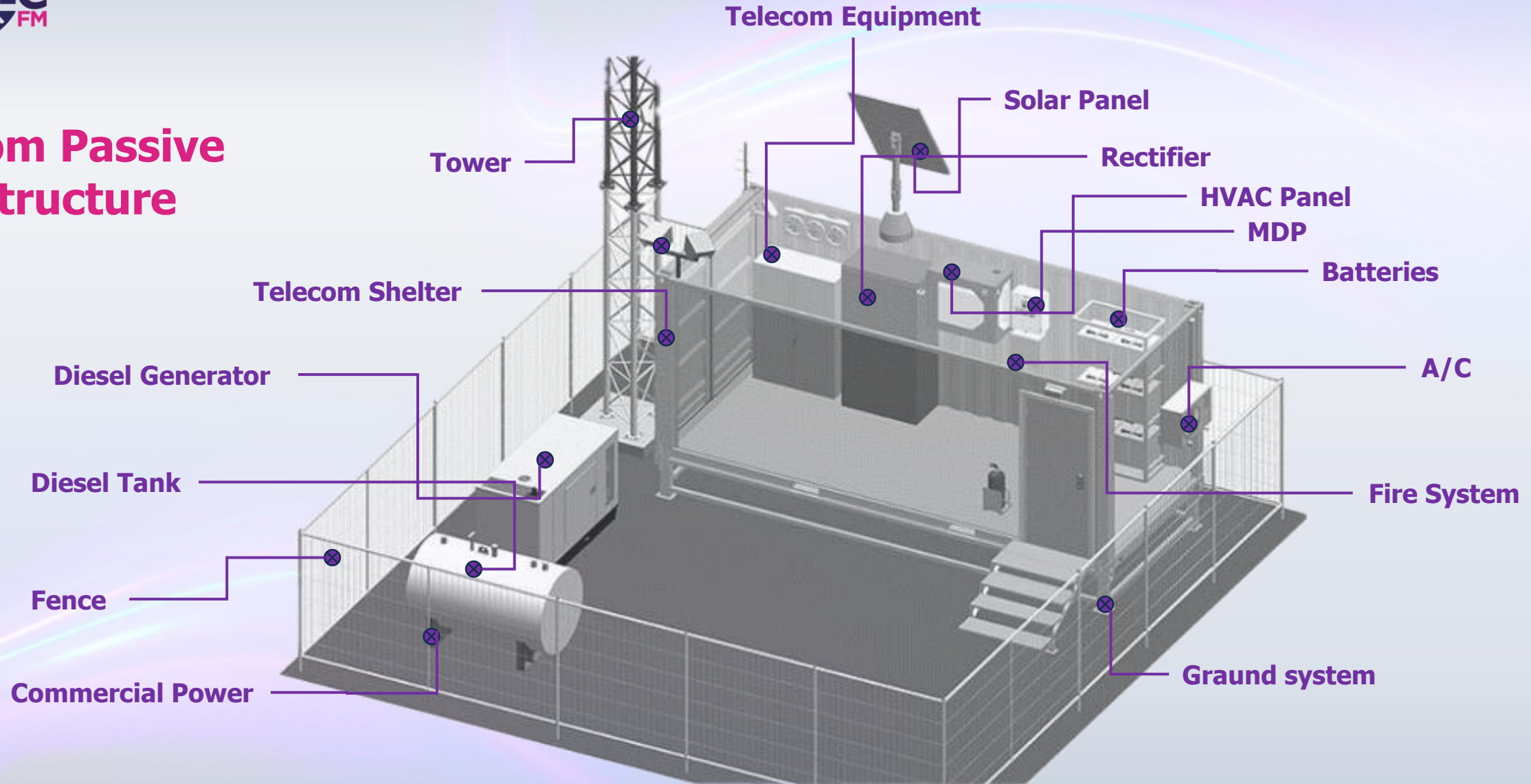
■ TowerCo (KSA) ■ MNO (KSA)

KSA MNOs and TowerCos assets footprint



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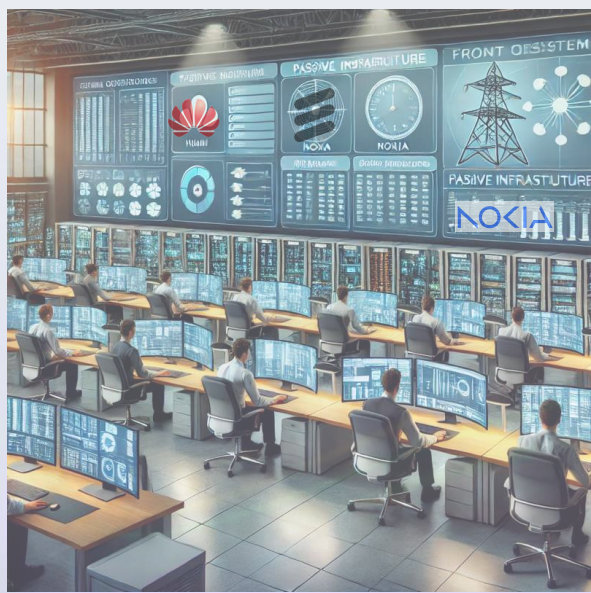
Telecom Passive Infrastructure



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Telecom Passive Infrastructure Monitoring (NOC)

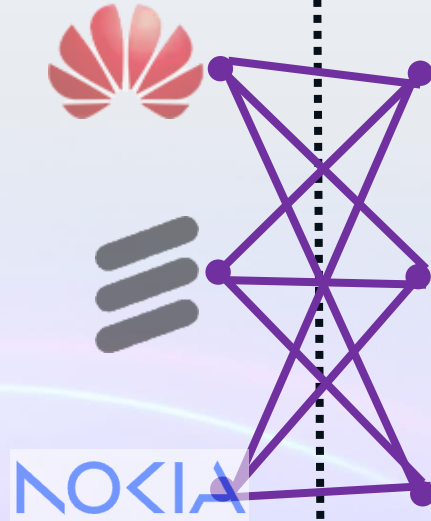
MNO
NOC



MNO
Network



Telecom
Vendor



Telecom
Configuration



Infrastructure
Type



Sites
Everywhere



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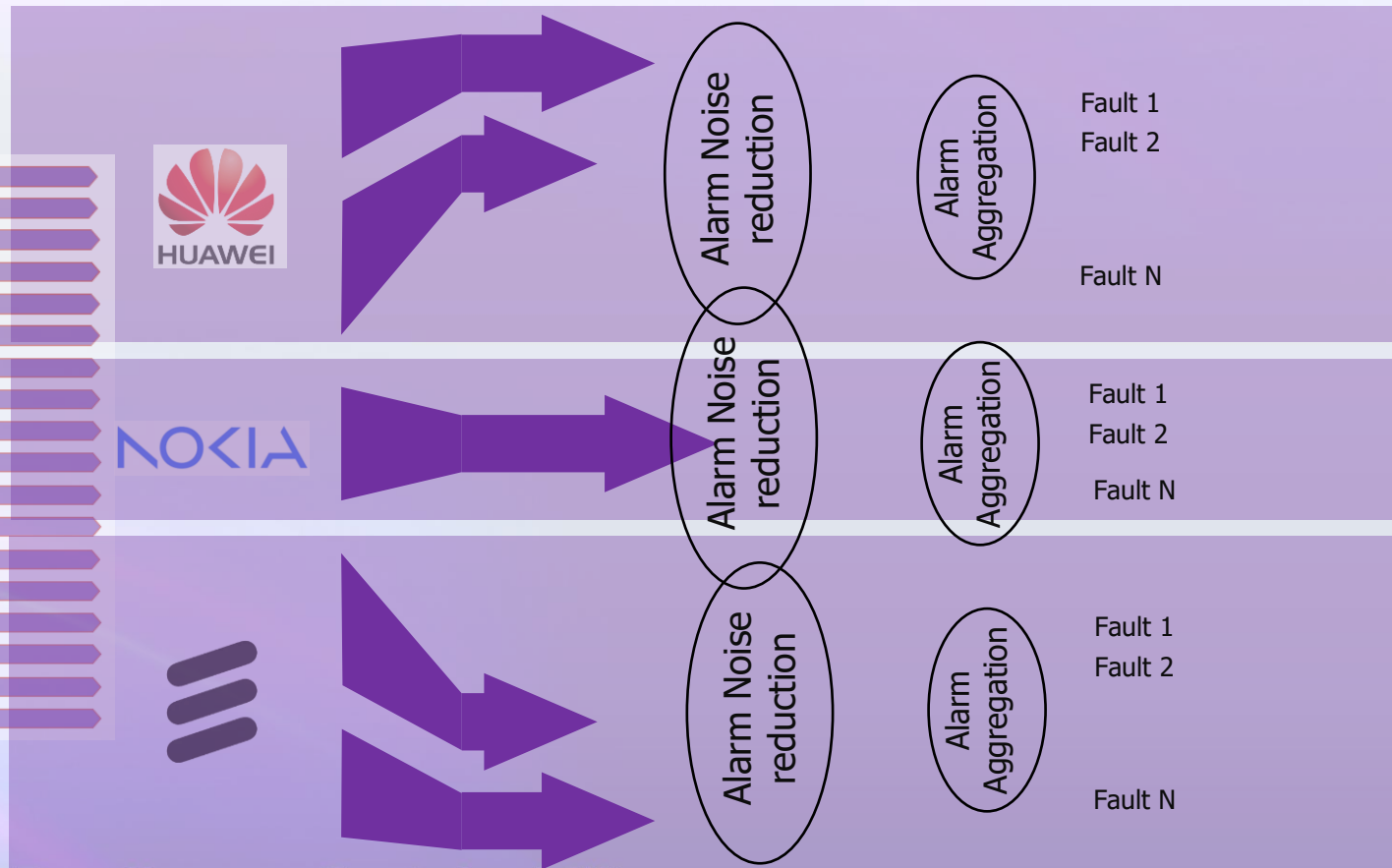
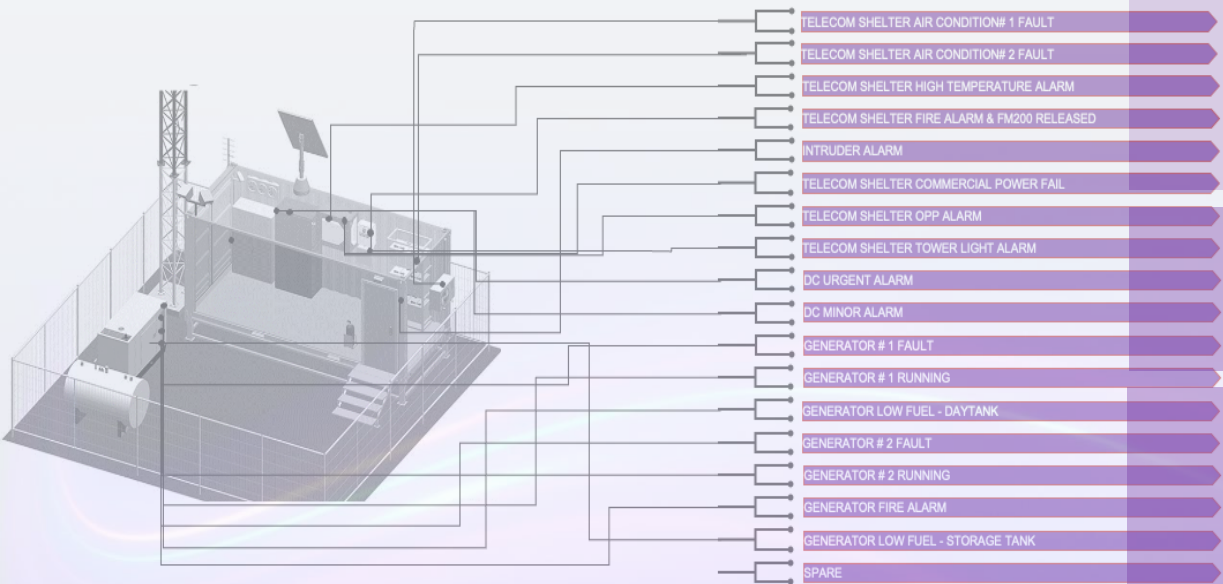
- Single-domain, Singel vendor analysis
- Single-domain RCA
- Handling Policy delivered to the root fault domain for each vendor

- Ticket storm handling
- Ticket assigned to Alarm
- Ticket delay manual correlation

Alarm Monitoring

Ticketing

Understanding the Passive Infrastructure-Problem Statement



Diversified Passive infrastructure equipment
 Passive Equipment With limited Remote Monitoring Capabilities

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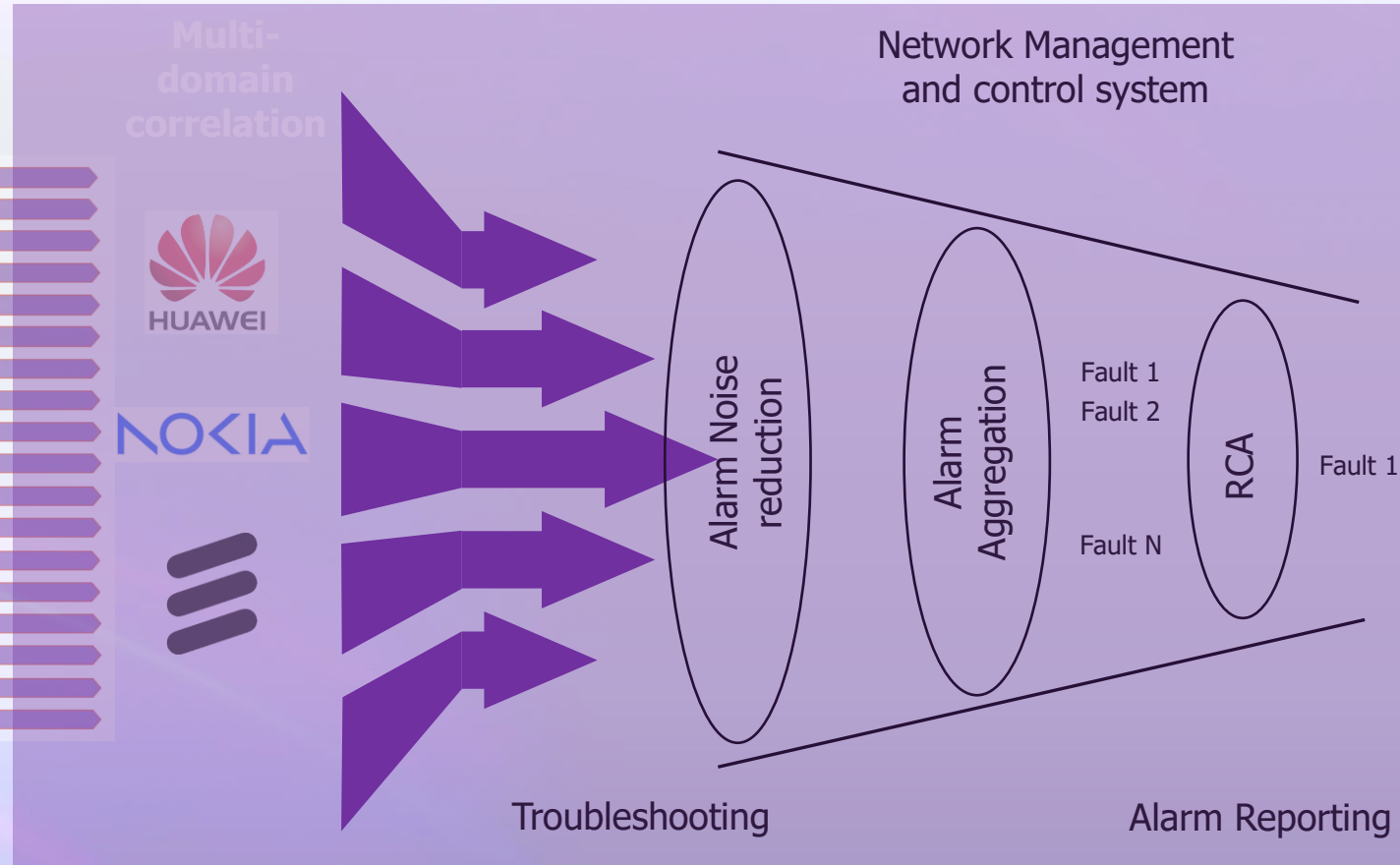
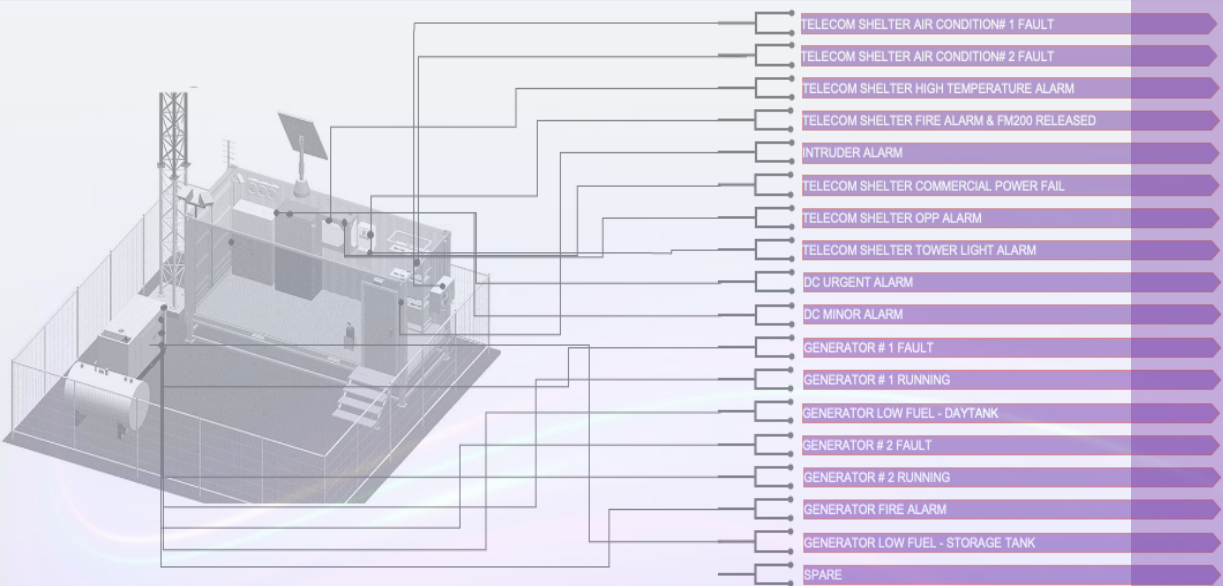
- Multi-domain, multi vendor analysis
- Multi-domain RCA
- Handling Policy delivered to the root fault domain

- Ticket storm handling
- Ticket correlation/recall
- Ticket delay analysis

Alarm Monitoring

Ticketing

Understanding the Passive Infrastructure-Solution Overview



Diversified Passive infrastructure equipment
Passive Equipment With limited Remote Monitoring Capabilities

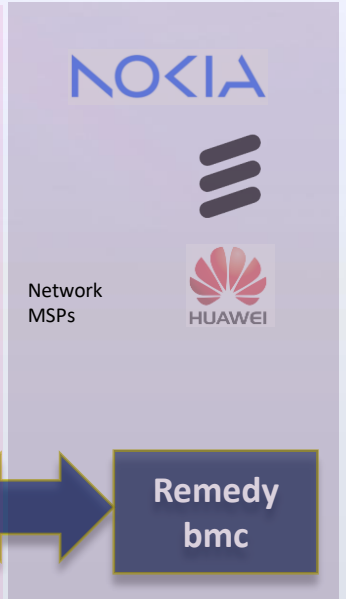
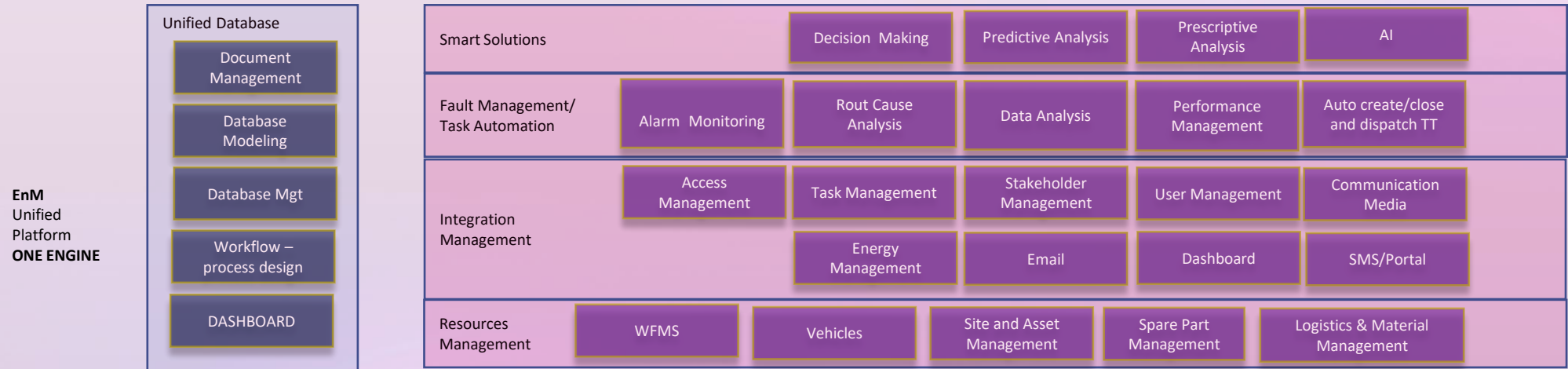
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Solution Architecture

Automation

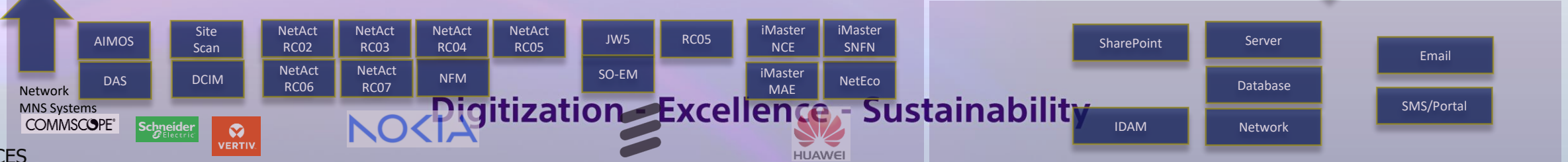
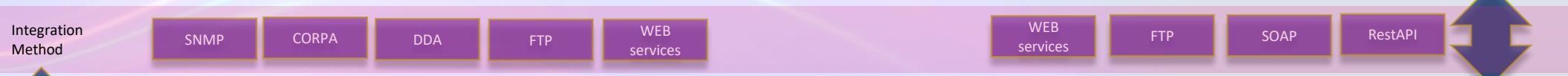
Digitalization

Modular	Flexible	Capable	Integrated
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Remedy bmc

- WEB BASED
- MOBILE FRIENDLY
- BUILT-IN REPORTS & DASHBOARDS
- MAPS & LOCATION SERVICES
- DOCUMENT MANAGEMENT
- E-MAIL & SMS NOTIFICATIONS
- AUTOMATION CAPABILITIES
- SCHEDULING CAPABILITIES
- TREES FOR DATA HIERARCHY
- MULTI-LANGUAGE SUPPORT
- WORK VIA E-MAIL
- ENHANCED LOGGING



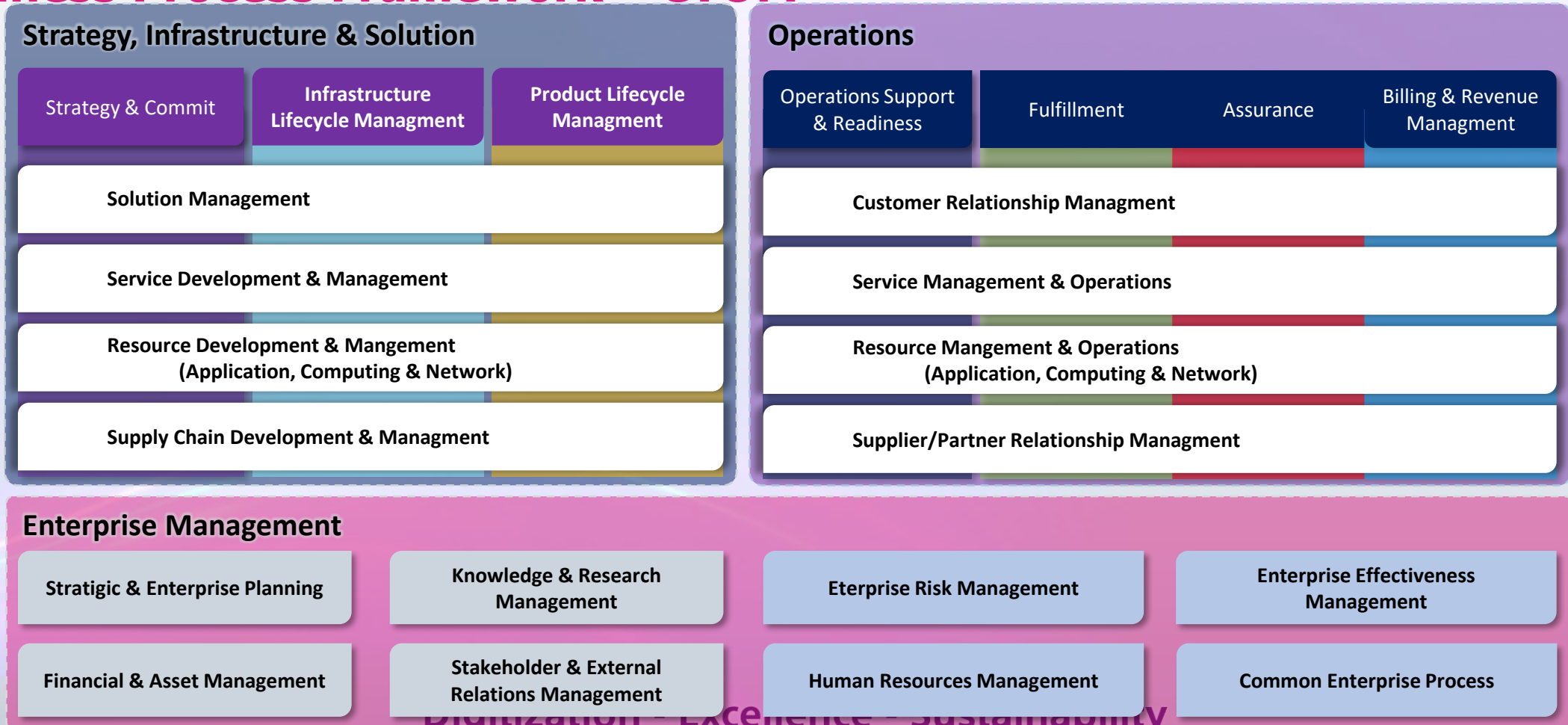
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Digitization & Automation to improve operations efficiency

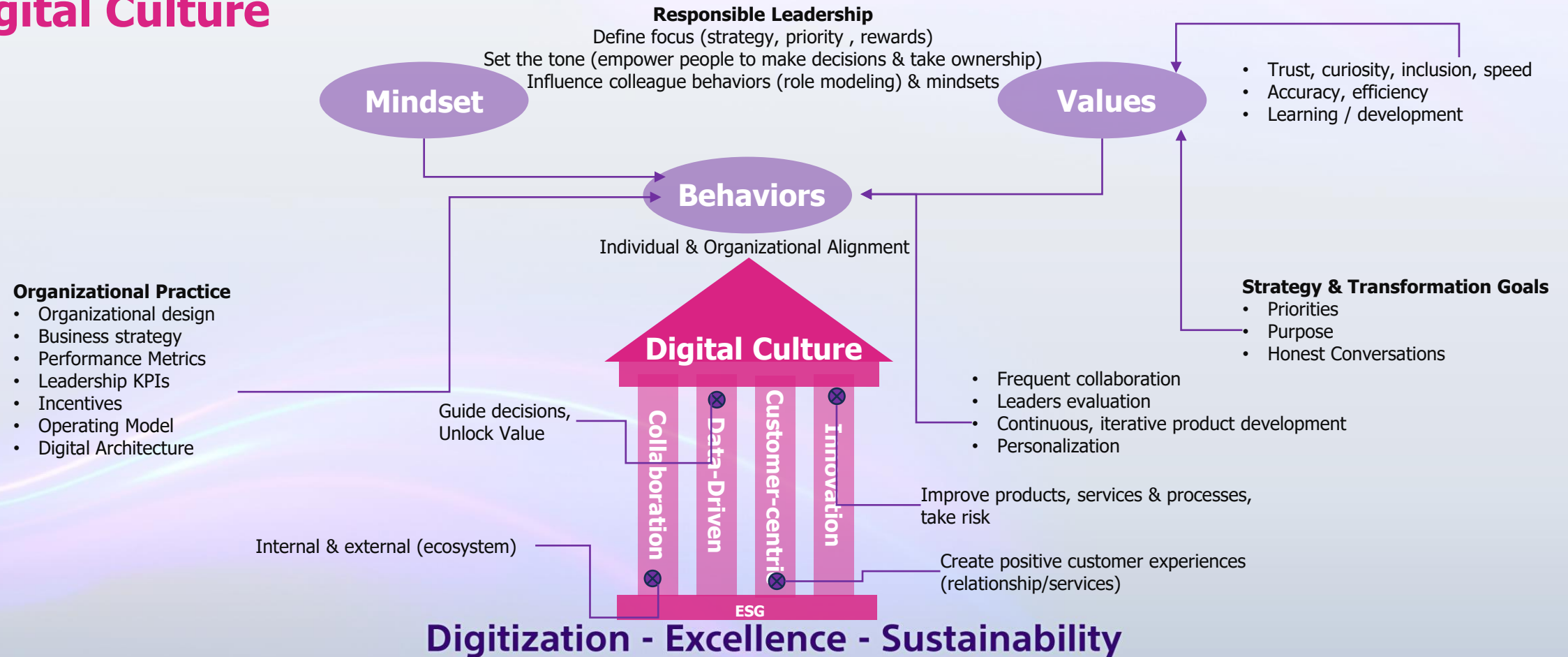
Reduce Demand	Robotic Operations	Field Operations Consolidations	Multi OEM scope Optimization	Operational Excellence
<ul style="list-style-type: none"> • Expedite connecting to more reliable energy sources • Optimizing resources capacity 	<ul style="list-style-type: none"> • Maximizing the digitization and automation of field operation, trouble ticketing, reporting, alarms correlations and customer experience. 	<ul style="list-style-type: none"> • Consolidated field operations • Multi skilled field operations. 	<ul style="list-style-type: none"> • Adopt E2E network monitoring • System integration and activities unifications and automations. • Harmonize and optimize the SLA cross the nation 	<ul style="list-style-type: none"> • Build the right services assurance architecture, dashboards, KPIs, and report the right info to the right level of management.

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Business Process Framework – eTOM



Organizational Transformation Digital Culture



Sustainability Toolkit By CST

-  **Unified System's Contribution to Sustainability Goals**
-  **Alignment with CIRCLES Pillars**
-  **Broader Sustainability Impacts, Saudi Vision 2030**



1



What is sustainability?

2



Why sustainability?

3



How do ICT contribute to sustainability?



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THANK YOU!

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