User Story

Orange Romania ensures efficient network monitoring with Kybio

Customer: Orange Romania

Location: Bucharest, Romania,
Orange Romania Data Center

Return on Experience provided by:
Vicentiu Marin, Service Delivery
Manager

Date of project deployment: 2023

Project partner: Romtek

Product: Kybio (NMS), developed by
WorldCast CONNECT

Function: Network Management
System for Orange Romania to oversee
50 TV sites, under a single umbrella
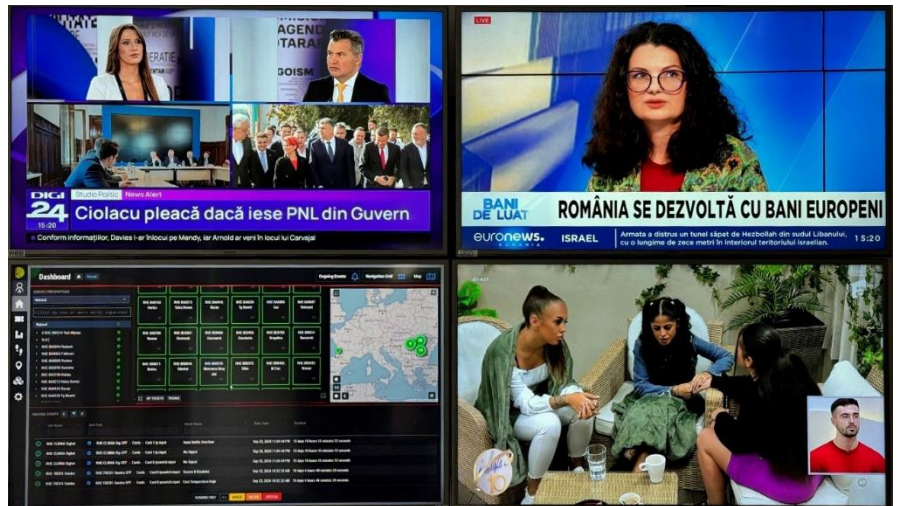system.
Monitoring **AppearTV** equipment.

Key Benefits:

- Alarms & precise notifications
- Precision
- Robustness
- Customizable & scalable
- Centralized dashboard
- Reliable customer support

Orange Romania, part of the global Orange Group, is one of the largest telecom operators in Romania, with over 11 million customers. Since its founding in 1997 as a mobile operator, Orange Romania has grown to offer a full range of services, including mobile and fixed internet, television, smart home solutions, and IT & business services. The company's mission is to provide simple, innovative solutions that enhance how people live, work, travel, and interact.

CHALLENGE

With a large and complex TV distribution network, Orange Romania needed a solution that could help them proactively detect and resolve service outages across their infrastructure. Their centralized Head End connects with more than 50 Regional Head Ends across the country, which created the need for a centralized monitoring system capable of managing a geographically dispersed network with ease and efficiency. Kybio, introduced to Orange Romania through Romtek, a distributor of advanced media and broadcast solutions, was chosen for its ability to provide end-to-end monitoring, giving Orange Romania a unified platform to monitor the health of their backbone equipment and receive timely alerts when issues arise.

Why Kybio Over Other Solutions?

Before Kybio, Orange Romania had tested various monitoring solutions, but none fulfilled their requirements - either technically or financially. Kybio stood out due to its robust alarm management capabilities, essential for Orange's AppearTV equipment, which relies on alarm triggers to track faults and automate failover responses. Kybio effectively filters out unnecessary alerts and provides precise fault notifications, which streamlined their fault detection and response processes.

Infrastructure Overview

Kybio currently monitors the core distribution chain, which is powered by Appear chassis used for converting TV multicast feeds via QAM modulators for GPON network distribution to end customers. This setup spans over 50 monitoring sites and offers Orange Romania a reliable and accurate way to troubleshoot service interruptions.

SOLUTION

Orange Romania deployed Kybio on-premises to maintain data control and meet performance needs. The key factors in their decision were Kybio's usability, alarm handling capabilities, and the system's ability to automate response actions during outages.

Key Modules and Deployment

The Notification module is particularly valuable for Orange Romania, enabling effective off-hours monitoring. During business hours, Kybio's Dashboard provides a real-time overview of the equipment's health. With a license for 100 devices covering all protocols, Kybio's Monitoring module allows Orange to have a comprehensive view of their infrastructure.

Team Usage

The Service Monitoring Centre's TV team, comprising service assurance engineers and the Service Delivery Manager, relies on Kybio for real-time alerts and quick issue identification. Kybio's intuitive interface and efficient alerting have enabled the team to improve their response time to issues.

Benefits

Orange Romania reports a very positive experience with Kybio. The solution has been stable and reliable, and WorldCast CONNECT's support team has promptly integrated new features and met specific requests. This adaptability has been instrumental in keeping Orange Romania's operational flow efficient and stable.

When asked "Would you recommend Kybio?", Vicentiu answered:

" I would very greatly recommend Kybio. Depending on one's needs, Kybio might be the right answer for complex architectures, if you identify the most important links in your ecosystem, thanks to its robustness and the flexibility of its modules, which can be tuned to accommodate a wide range of types of equipment and vendors, with enough options in terms of communication to accommodate any kind of application."
Vicentiu Marin, Service Delivery Manager, Orange