

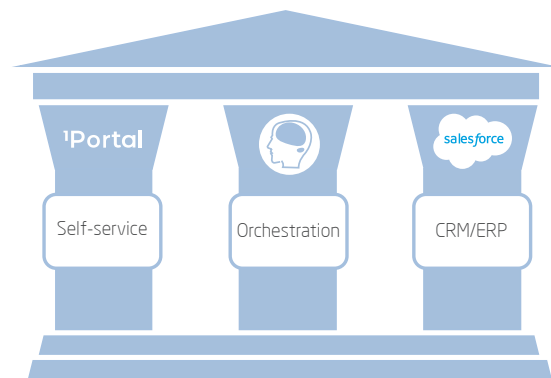
# Customer Spotlight – Virtual1's solution overview

Virtual1 has created a highly automated delivery process for their services, from quotation through to service activation. Besides providing cost efficiencies, this implementation enables fast, precise and fully documented deliveries.

The solution stands on three key pillars – 1Portal (a partner facing interface), Salesforce (ERP/CRM) and BECS (Network Orchestrator).

The full product lifecycle consists of:

- Quotation
- Order
- Network configuration
- Physical installation
- Service activation
- Service modifications



All these phases are completed with no human interaction — except for shipment and installation of physical routers.

## Quotation

The quotation is handled between 1portal and Salesforce. Using the exact address for the service delivery endpoints, Salesforce can query the different last-mile providers, such as Openreach, TalkTalk and T-Systems, to get availability and prices in real-time. This process is executed by an integration between Salesforce and carriers. The partner can then select how the service should be built, using Virtual1's network and any third-party providers network resources. They can compose a service fulfilling their customer's needs, including the level of resilience and security needed, and set the price. When completed and the customer has accepted the quotation, the order process begins.

## Order

At this point, the partner enters the information needed for installation via 1Portal, including contact details, hardware selections, IP address needs and other service parameters, such as bearer and service speeds.

## Network configuration

Once the order is complete, the last-mile circuit and hardware are ordered and BECS configures the network to support the new online connection. The network resources allocated during the order phase are now used in the configuration process.

## Installation

When the last-mile fibre has been installed and the Customer Premises Equipment (CPE) is connected and switched on, BECS automatically detects the router and will connect to it to upgrade/downgrade the current software and to configure the CPE according to the order specification.

Note: Engineers have not been involved in the process and the CPE does not require unique customer configuration to come online and to be detected. Every router shipped looks identical and no IP addresses, VLANs etc. have to be configured in advance. This eliminates human errors before shipping, and significantly reduces the amount of time required for this stage.

## Service activation

Once the CPE installation process is complete, BECS automatically configures PES, aggregation and access switches with the connectivity and service parameters to start the service delivery.

## Service modifications

Once the service is live, it can be reviewed in 1Portal. Here, partners can see information about their customers' services such as health and performance data. If partners would like to undertake modifications, e.g. service speed, this can also be done in 1Portal. The adjustments are pushed directly to the network and take effect within 40 seconds.



Any change happens automatically within 40 seconds

## The benefit of using BECS

PacketFront Software's BECS network orchestrator has been built to accommodate the automation of service delivery, even in very complex scenarios. The service models defined in BECS is automatically available for consumption over the API by other systems such as Salesforce. This means that network engineers don't have to spend time on Salesforce integration and can instead focus on designing the network part of the service delivery. Other aspects, such as the contact and billing information needed during the order process can be handled by others, without involving network engineers.

The process of designing technical services consists of defining the configuration needed to deliver a service. Engineers decide which parts of the configuration are mandatory, which are optional and what limits exist for VLAN assignments, QoS parameters and other values. These parameters can then be modified, depending on what the customer has ordered. By putting this into a Service Definition, it is automatically available over the API. Once a service is marked as ready, it can be discovered and ordered over the API from Salesforce.

Learn more about the impact of automation at Virtual1 – [visit our page](#).

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