



# HELPING YOU STAY AHEAD OF THE GAME

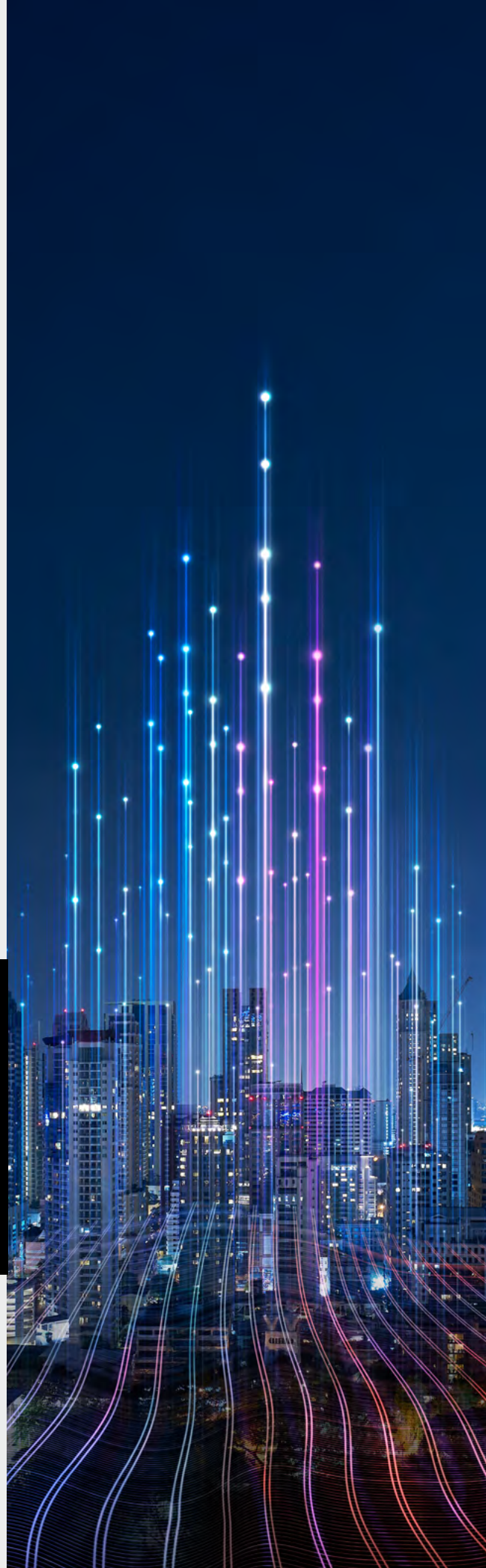
Hyperscaler Case Study

## About Windstream Wholesale

Windstream Wholesale collaborates with carriers and content and media providers to drive digital transformation by delivering custom solutions that solve today's most complex networking and communication challenges.

To learn more about Windstream Wholesale Services, visit us at [windstreamwholesale.com](http://windstreamwholesale.com)

WINDSTREAM WHOLESAL





At Windstream Wholesale, one of the key elements that make us stand out is our willingness to directly engage with our customers to understand their business deeply. We listen to needs, pain points, and goals and then develop unique solutions to solve them.

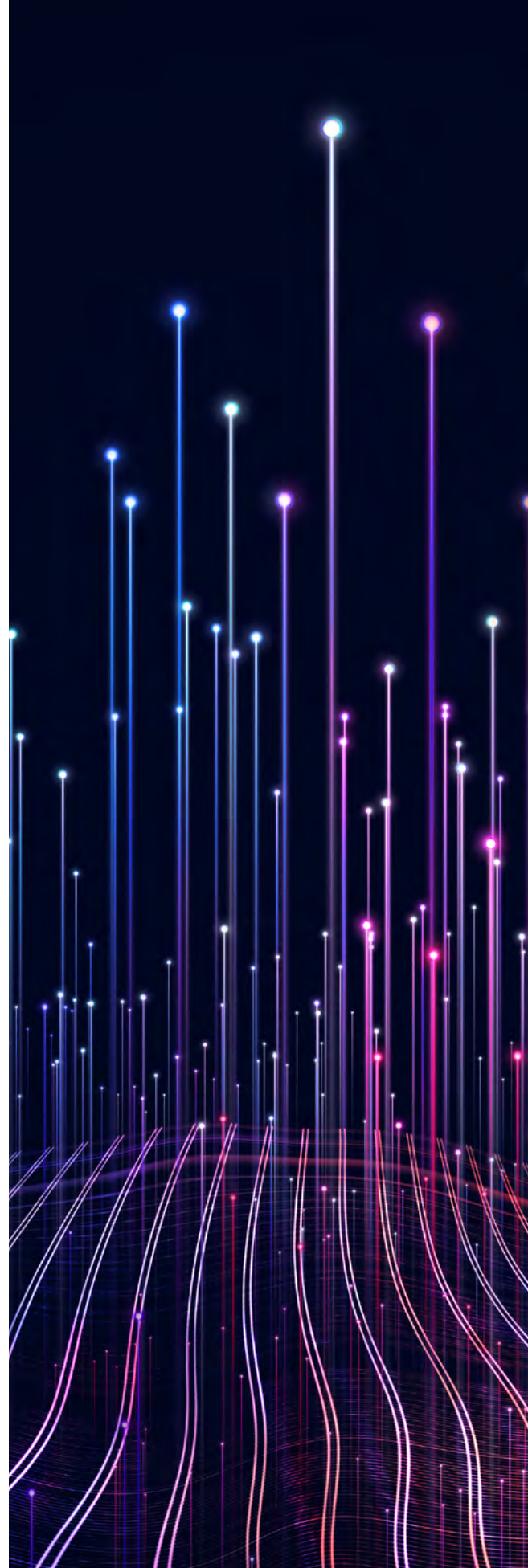
We recently approached a leading global content delivery network, cyber security, and cloud service company, to develop a solution to meet a set of operational challenges they had uncovered. The following is a perfect example of how our engagement and aptitude worked together to translate into good business for everyone involved.

What does a **birth certificate** have to do with Network Intelligence? In the case of Windstream Wholesale, it helped our customer streamline its network deployment, cross-connect ordering, test and turn-up efficiency and overall activation time. For Windstream Wholesale it meant another happy customer with 26 new 100G circuits.

# Customer Challenges

Our customer identified industry-wide CFA (Circuit Facility Assignment) and testing challenges which added one to two weeks of activation delay. Their laundry list of needs included:

- Lack of real-time port assignment information (CFA) from the vendor
- Order coordination for third party cross-connect circuits
- Lack of vendor light level test results which help the customer test “end to end”
- Lack of real-time order status for the circuit install
- Multiple vendor portals with varying degrees of functionality and user experiences
- Limited staff to manage multiple vendors and hundreds of circuit orders







# Windstream Wholesale Solution

Upon engaging our customer's operational groups, we developed a solution that enabled the customer to consume real-time order status, CFA, and testing data in their own operational support systems through our API which provides a unified view.

## Our Solution:

- Created a customer-facing API interface providing service delivery order status data
- Created a Wave Circuit Detail API service that provides Circuit ID, CFA and Birth Certificate light level testing data
- Added light level Birth Certificate data to the Wholesale portal to include the new circuit details data
- Developed middleware to provide CFA port assignment data from the Windstream inventory's design information through the customer API interface
- Developed middleware for the portal to request on demand Wave light level reading from various network transport elements (Ciena, Infinera, etc.) through the customer API interface
- Created a trouble ticketing API service to show open and create new repair tickets

# New Network Intelligence Features/Benefits:

Windstream turned customer challenges into an innovative software and network solution that will benefit many customers.

Additional features that will help deliver an unparalleled customer experience include:

- Update to Windstream Wholesale's self-service portal to include on demand and historical light level queries for in-service waves
- Logical wave route displayed in the Wholesale portal
- Expanded support for Ethernet products including order status, Circuit Detail information, and testing metrics (RFC 2544): Throughput, Latency, Frame Loss
- Customer initiated circuit testing and integration into trouble tickets through portals and APIs
- Customer initiated soft-loops through portals and APIs
- Store and make available birth certificate test data to Service Assurance teams through the Wholesale portal







## The End Result:

In follow up meetings, the Customer expressed their appreciation of the solution Windstream Wholesale developed. They recognized that our API development, communication, service delivery, and ability to work as a team had not only met, but exceeded, their expectations. Our solution was releasing functionality faster than their developers were able to keep up! Based on our API functionality the customer's developers are now building their own Vendor Dashboard, and Windstream is their leading partner in providing order information and health data.

At Windstream Wholesale, our philosophy of engaging with customers, listening to their needs, and creating customized solutions makes us stand out from the competition!

### **Windstream Wholesale:**

We care.

We listen.

We solve customers' needs.

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