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Post Office Horizon + AEI Cloud Connect DSL NG (TalkTalk Business) Migration

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Project Summary

Fujitsu identified business case to move all ADSL IP Stream customers to Next Generation Network - with migration project ROI now under 12 months.

Post Office + Fujitsu joint 'Solihull' workshop on 11 Feb confirmed agreement for:

- circa 70% of PO connections move to TalkTalk Technology LLU
- circa 30% of PO connections move to BT Wholesale IP Stream Connect

- 2 x new high bandwidth TT interconnects provided by Fujitsu Telecoms
- Session termination continued to be provided by Fujitsu UK&I

- Horizon connections continue to use C&W (Energis) for transport to IRE11/19
- AEI connections continue to use Fujitsu Cloud Network (FCN) for transport to Cogent/Phoenix data centres in Bristol and Farnborough.

- Branch Network Variable reductions of circa £600k PA (£50k per month).
- TalkTalk Business work 24x7 and offer Fujitsu the same SLA as BT Wholesale.

Preparatory Work

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Full technical audit of TalkTalk Technology infrastructure (under NDA) to confirm design and implementation was suitable for Fujitsu customer requirements.

Maximise the Post Office backup network coverage by resolving all outstanding issues with Wireless and ISDN backup switchover.

Basic testing of AEI and Horizon systems (identified Horizon router cpu issue) – full testing in March (identified AEI router firmware issue). Both issues resolved before live site migrations.

Telecoms inventory cleansing (matching Fujitsu RMGA SYSMAN2+3, Fujitsu Telepurchase and BT Wholesale inventories) – happens every 3 months.

Plan migration schedule (to achieve 10 day TTB migration order notice and 4 day migration cancel timelines) – Fujitsu pulled less than 50 x PO migration orders.

Formally agree migration project Customer commercials, etc.

Project Timescales

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Horizon (small + large) + AEI (model office) + Domain Migration in March 2011

followed by 3 months of LLU migrations (up to 1,000 branches per week)

Things that we learned…

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BRA01 local BT exchange targeted by copper thieves during Test Rig migration.

AEI Model Office reported booth Light Bulb issue.

Local exchange with mis-labelled BT Openreach Tie-Pairs (affected 2 branches)

1 complaint received from a Post Office with no backup coverage

Things that went well…

Post Office communication with Postmasters and other stakeholders.

TalkTalk Business provided excellent UK based 24x7 support.

Excellent joint working within Fujitsu (RMG Account and Shared Service teams) maintaining perfect balance of service quality Vs project timeline.

Migration period backup network costs (less than ADSL savings each month)

Fault volumes under control (never an unacceptable fault volume concurrency)

Fujitsu achieved all Branch Network SLAs during the migration period.

AEI router firmware issue (1 week software distribution and 1 week software commit) accommodated within existing project timeline – no slippage.

Things that went well… (cont)

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Post Office fixed price migration deal – cost delayed to post migration benefit period.

Domain Migration – bulk move of all Radius/PPP connection to TT interconnects

Maintaining project team commitment and determination through migration period.

Fujitsu UK&I custom scripts to validate Post Office post migration sync status to enable proactive fault raising.

Service Introduction (using standard RMGA templates) to ensure that Fujitsu service delivery unit operational processes are updated.

TalkTalk and BT escalation routes for non-standard fault conditions.

Fujitsu Telecoms custom toolset development for advanced ADSL faulting on the TalkTalk and BT next generation networks.
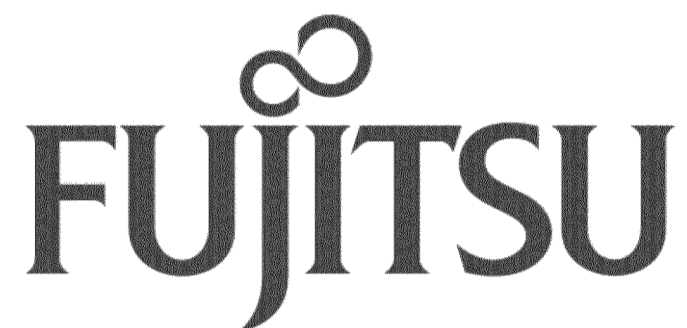
Considerations for future…

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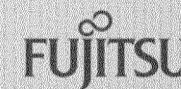
High operation change request admin – MSCs for Horizon and AEI each week.

Sites can be moved to diagnostic / ultra-conservative profile where required.

700 more exchanges coming online for LLU – estimated £45k PA of future savings.

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