Wind Telecom **modernizes its FTTx network** by deploying Alepo's AAA in the public cloud

Modern public cloud infrastructure boosted scalability and automation, empowering the operator to double its subscriber base in under two years of deployment.

Operator Requirements

Wind Telecom wanted to introduce a host of modern and advanced changes to its network, including:

- Eliminating or minimizing manual provisioning operations and network changes

- Transforming customer and system user experience by automating processes

- Introducing new services that can be implemented and managed in an agile way

- Beginning network modernization and rapidly expanding its portfolio

- Integration with Wind Telecom's proprietary CRM

- Integration with Juniper Networks BNG platform via RADIUS

- Enable scalability to support an expanding subscriber base in the coming years

- Ability to send messages and notifications to customers as well as open pop-up windows

Project Background

Wind Telecom is a leading service provider in the Dominican Republic, offering a range of services including FTTH, FTTO, VoIP, and IPTV. With the steadily increasing demand for high-quality internet services in the Caribbean island nation and a growing subscriber base, Wind Telecom wanted to modernize its GPON network infrastructure for its FTTH and FTTO services.

The operator's legacy system required manual configurations for authenticating subscribers, authorizing access to the network, and accounting. Wind Telecom wanted to take the first step towards digital transformation by introducing automation to minimize errors and streamline processes, as well as bolstering security and elevating the user experience for its staff and customers.

Given its rich track record of delivering industry-leading authentication software and its experience in virtualizing AAA, Alepo was Wind Telecom's vendor of choice. The operator chose Alepo and its partner Ledefyl, a leading Juniper Networks system integration expert, for the deployment.

Alepo Solution

Alepo deployed its flexible and scalable cloud-based Broadband AAA solution to introduce automation and streamline processes. The solution components include:

- Alepo AAA Server
- AAA EMS Portal
- OLAP Server
- Alepo Reporting Solution
- Monitoring Tool
- Configuration Manager
- Real-Time Scripting Engine

Solution Highlights

Alepo's Broadband AAA solution was deployed in the public cloud with no physical infrastructure for Wind Telecom to manage. Key features included:

Modular, open, and virtualized architecture

Ensures low-risk rapid implementation. The public cloud deployment keeps operational costs low and eliminates the need to manage physical infrastructure.

Vendor-agnostic solution

Integrates seamlessly with Wind Telecom's existing network infrastructure and CRM.

Advanced offer creation

Enhances the operator's ability to launch innovative offers and promotions. The dynamic protocol policies help the system to effortlessly adapt to changing customer needs.
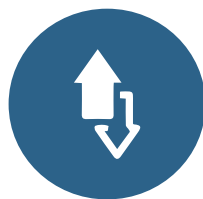
Comprehensive BI reports

Enables targeted promotions and personalized plans and offers. Provides complete business insights to the

Use Cases

FUP plans

Unlimted data
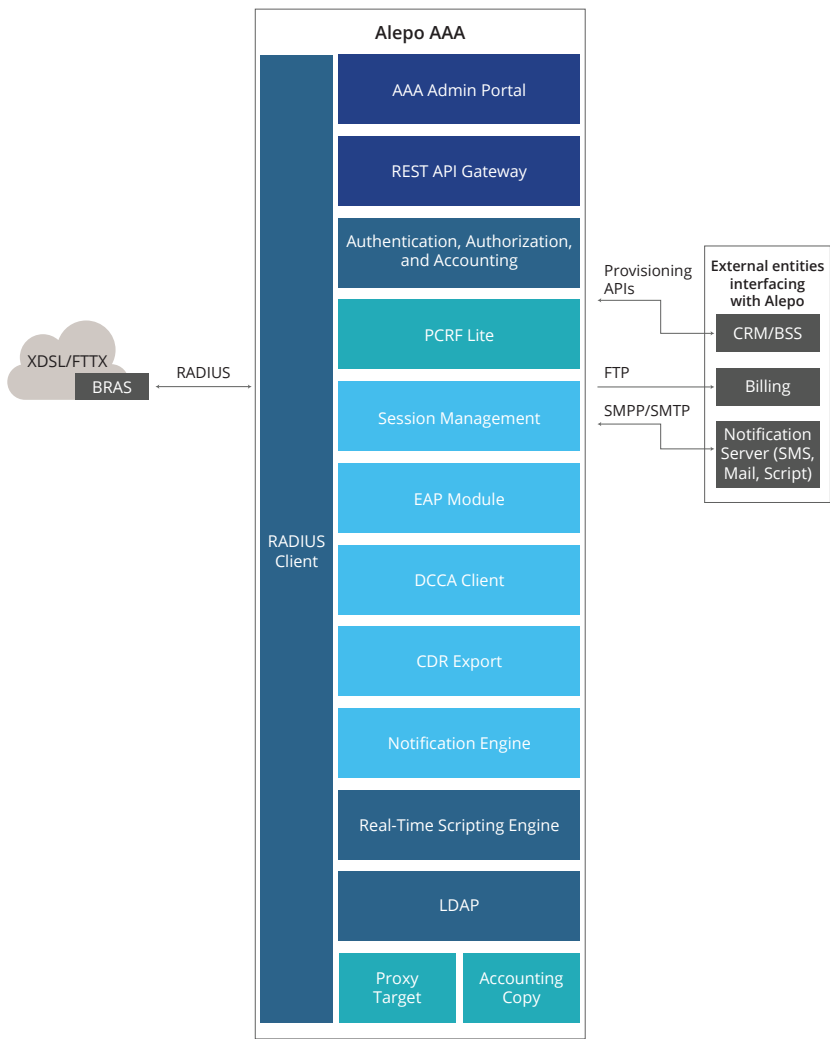
Group policies

Role-based access

Speed cap plans

No speed cap plans

Push policies

Alerts and notifications

Solution Architecture

Project Outcomes

Alepo deployed its public cloud-based AAA for Wind Telecom, introducing automation and eliminating errors caused by manual systems. Key results of the deployment include:

Rapid implementation with zero downtime

Alepo's cloud-based solution enabled Wind Telecom to keep initial investment low, ensured swift implementation, and prevented the operator from managing any network infrastructure, enhancing operational savings significantly. The SaaS-based solution provides high flexibility, ensuring that Wind Telecom's subscribers rapidly migrate to the new platform without downtime.

Enhanced customer management

The easy-to-use platform gives the technical team full control over the customer life cycle. It simplifies onboarding, enhances subscriber account visibility, and makes viewing and managing individual consumption easier. Improved audit handling grants instant access to this information, giving deep insights into customer usage and enabling more tailored offerings.

Swift issue resolution

Eliminating manual intervention and enhanced automation have resolved 100% of error cases opened with the operator's engineering team.

Rapid subscriber growth

Using Alepo's platform, Wind Telecom introduced innovative features such as FUP plans and a captive portal to monetize customer journeys. By harnessing advanced data insights for targeted promotions and ensuring timely expansion, Wind Telecom doubled its customer base in less than two years.

Client Testimonial

"Alepo's AAA has enabled Wind Telecom to streamline processes by introducing automation at every level, and we're already reaping the benefits of their modern and advanced solution. We have recorded significant improvements in network availability and we've introduced a host of innovative offerings, boosting customer satisfaction. We're also pleased with the technical support services provided by Alepo's GTAC; their commitment to ensuring our network continues to operate smoothly is commendable. With Alepo's futureproof solution, we will be able to support our growing customer base over the next several years."

- Elvy Durán, Director Network Operations, OPTI, InfoSec and TV platforms