

Streamlining Network Configuration Management with Net LineDancer

SOFTBANK SUCCESS STORY

SoftBank

SoftBank Corp., a leading telecommunications carrier in Japan, faced challenges in managing network configuration management (NCM) for over 250 customers. In 2011, they chose Net LineDancer (netLD) to manage and maintain their Managed CPE-S or CPE bundle carrier services. This decision led to significant improvements in efficiency, cost savings, and collaboration with support vendors.

INDUSTRY: TELECOMM / CARRIER

LOCATION: TOKYO JAPAN

SALES: \$5.9T (FY 2023)

BACKGROUND

SoftBank had been handling NCM manually for ten years, with network engineers traveling to customer locations at least twice per year. This approach was time-consuming and costly, with teams requiring overtime to keep up with the workload. SoftBank needed a solution that provided multi-vendor support and clear delineation of responsibilities between them and their support vendors.

CHALLENGES

- Manually handling NCM for over 250 customers
- Taking 10 days to make customer-requested changes
- Network engineers traveling over 500 trips per year, plus engineering salaries
- Differing views on responsibility for maintaining configurations
- Requiring overtime to keep up with NCM
- Need for multi-vendor support

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SOLUTION:

NET LINEDANCER ON PRIVATE CLOUD

- SoftBank implemented Net LineDancer on a private cloud to manage and maintain their Managed CPE-S or CPE bundle carrier services. This decision led to several benefits: netLD is managing over 10,000+ devices on customer networks worldwide
- SoftBank now tracks all configurations without relying on support vendors
- Access control provides clear delineation of responsibilities between SoftBank and support vendors
- Configuration changes can occur remotely in minutes, saving hundreds of trips per year
- SoftBank engineers and sub-contractors can easily keep up with NCM duties and handle NCM from home
- netLD has become an indispensable part of SoftBank's managed service business model

We primarily bought netLD for configuration changes, but now it is crucial for accessing our customer networks. It would be impossible for us to do our job now without netLD.

Kazuhiko Maruko, Network Engineer, Softbank

RESULTS

- SoftBank has experienced significant improvements in efficiency and cost savings since implementing Net LineDancer:
- Scaling their business and taking their service offering internationally
- Managing over 10,000+ devices on customer networks in the United States, Canada, and Asia
- Handling NCM issues quickly and providing appropriate levels of secured access to sub-contractors
- Freeing up time for SoftBank employees to work on other important tasks

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SOFTBANK SUCCESS STORY CONTINUED

BENEFITS

1

Cost reduction

By using netLD's API, TKC focused on developing the configuration generation part, reducing operating costs

2

Customization

TKC can customize netLD to fit their network environment, automating the process of generating and applying configurations.

3

Accountability

netLD allows TKC to track who made changes, when, and why, helping them resolve issues without errors.

4

Easy restoration

Easy restoration: When a problem occurs, TKC can easily compare differences and restore past configurations without visiting the site.

5

Remote Access

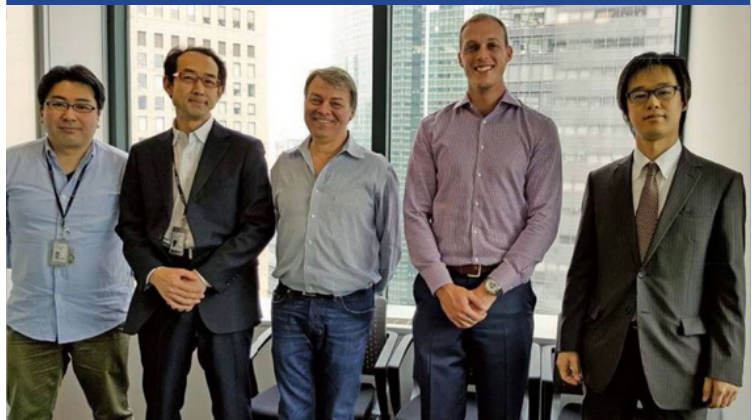
TKC can now check and change configurations remotely, saving time and reducing the risk of infection during the COVID-19 pandemic.

SOFTBANK'S FAVORITE NETLD FEATURES

- Managing the history of config changes and access logs
- Making changes without remembering login IDs and Passwords
- Unique access control per user
- Flexible design and supportive changes
- Functionality
- Collaboration with partner vendors

THE REAL SUCCESS STORY

The real success story is the development of a great working relationship between SoftBank and LogicVein. LogicVein has been flexible and responsive, continually providing changes and features that SoftBank needs to stay productive and happy. Net LineDancer has become a product that SoftBank cannot do without, and LogicVein's support has been instrumental in their success



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