Case Study
BSO

About BSO

BSO provides Ethernet, cloud, and hosting services for global businesses. They pioneer technology across emerging and established markets, designing solutions that offer high availability and low latency.

BSO's network connects 103 data centers in 23 countries across America, Europe, the Middle East and Asia-Pacific regions. Tiered latency options suit individual customer needs—ranging from ultra low latency for critical connections to standard connectivity for less demanding applications.

Business challenges

- BSO's customers required turn-up testing, and this was a rising cost because it involved manpower and handheld test equipment.
- In many cases, truck rolls for on-site testing was compromising the business case for services.
- Because BSO's test strategy lacked automation, human errors impacted circuit delivery and handover to customers.

BSO clearly needed a new way to perform service activation testing (SAT), with several key requirements:

1. A cost effective solution; enable performance testing without operational costs that cut into revenue.
2. Leverage automation in the test and measurement process, making it more efficient.
3. Verify performance of super low-latency services to prove compliance with stringent service level agreements (SLAs).

Solution benefits

BSO chose Accedian's Skylight solution, leveraging Skylight SFP compute sensors, coupled with sophisticated control software. The solution delivers distributed performance management at a highly competitive price-point. The specific features and capabilities that made Skylight the right choice for BSO include:

- Distributed SAT using RFC2544 and Y.1564 methods to minimize truck rolls (and reduce OPEX) during initial service delivery.
- SAT process that generates a 'birth certificate' confirming circuit performance, with a permanent record of turn-up to leverage later if and when issues occur.
- Skylight SFP compute sensors, acting as test-heads as many times as needed, reducing OPEX associated with troubleshooting.
- Ability to test each network segment in isolation, avoiding false positives during troubleshooting— and reducing man-hours involved.

- Accurate, granular KPI measurements (one-way and two-way) to proactively assure low latency routes and confirm that service level agreements (SLAs) are met.

Beyond these key capabilities, Skylight opens up a range of other performance management options for BSO in the future—such as distributed packet capture, bandwidth utilization monitoring with 1 millisecond sampling for microburst detection, and continuous monitoring via standards-based RFC5357 TWAMP or Y.1731 ETH-OAM to assure multi-vendor infrastructures.

Business value and outcome

BSO's international footprint is now instrumented edge-to-edge, using Accedian's Skylight solution, to deliver assured performance and on-demand distributed test capabilities.

Skylight enabled BSO to:

- Significantly cut OPEX by reducing man-hours required for initial service deployment, and similar reduction for remedial troubleshooting activities after service turn-up.

- Reduce the CAPEX effect of end-customer turn-up testing demands by leveraging Accedian's distributed, lower cost approach, while also using other performance management benefits as value-adds for market differentiation.
- Generate new revenue streams by differentiating its services with embedded RFC test results as a standard feature.
- Remove human error in the turn-up test process, reducing OPEX associated with SAT.
- Introduce value-added services that meet stringent SLAs for low-latency routes, and expose test results to end customers.

"After engaging with Accedian, we increased our ability to test newly deployed services from about 30% to more than 70%. The solution also eliminated localized testing as a significant cost that was on the rise."

Tony Jones, Global Network Services Director at BSO

About Accedian

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