



CASE STUDY

# COLOMBIAN MNO ADOPTS PREDICTIVE MANAGED SERVICES

to Simplify Multi-Vendor Networks



CSPs



LATIN AMERICA

How a Colombian mobile operator and Ceragon built a proactive, multi-vendor managed network framework

A major mobile operator relies on thousands of multi-vendor microwave transport links to support millions of users across diverse and demanding environments. Rising performance expectations, long repair cycles, aging infrastructure, and the burden of managing multiple vendors and SLAs created significant operational strain. To streamline processes, unify service accountability, and maintain consistently excellent performance across such a distributed network, the operator needed a more predictive, proactive, and efficient service model to ensure long-term stability and service quality.

## THE CHALLENGES

Increasing Reliability Demands | Slow Repair Cycles | Multiple SLAs | Multi-Vendor Complexity

Before partnering with Ceragon on the expanded predictable service model, the operator faced several operational bottlenecks across its national network.

- Prolonged recovery timelines, with replacement cycles often taking 6–8 weeks and delaying service restoration.
- A vast, diverse network footprint, requiring support for more than 1700 links across multiple regions and environments.
- Aging infrastructure, with many links beyond the warranty period and approaching or already in end-of-life (EoL) phase, requiring ongoing support.
- Fragmented spare-parts logistics and service coordination, spread across several equipment vendors and tied to inconsistent SLAs.
- Growing uptime expectations that placed added strain on engineering and field teams.

## THE SOLUTION

End-to-End Managed Services | Predictive Digital Twin Intelligence | Multi-Vendor Support

The unified managed services framework replaces dozens of disparate vendor processes, agreements, and SLAs with one coordinated service model. It consolidates incident handling, field support, preventive maintenance, and spare-parts logistics under a single structure. Ceragon’s Network Digital Twin adds a predictive intelligence layer, enabling early detection of degradation and more accurate long-term planning.

The combined solution includes:

- Centralized remote and on-site support for faster incident handling and consistent service across all regions.
- Preventive maintenance and advanced spare-parts replacement, eliminating lengthy repair and return cycles.
- Unified multi-vendor interoperability support, reducing the complexity of managing multiple suppliers and separate SLAs.
- Integrated ticketing and inventory workflows, improving efficiency and lifecycle visibility.
- Predictive maintenance with Ceragon Network Digital Twin, detecting performance deterioration before it impacts availability.
- Real-time network simulation and optimization enabling smarter risk assessment, modeling, and upgrade planning.

## THE RESULT

Faster Recovery | Higher Predictability | Consistent Reliability | Lesser Operational Burden | Simplified Multi-Vendor Management | Improved Spare-Parts Readiness

The managed services model—enhanced by the Network Digital Twin—shifts the operator’s national network from reactive troubleshooting to a proactive, insight-driven operating framework. The improvements directly address the operator’s core challenges, strengthening reliability, stability, and operational efficiency across thousands of diverse, multi-vendor links.

- Significantly shorter recovery cycles, replacing the previous 6–8-week repair delays with coordinated regional logistics and faster field response.
- Predictive visibility into degradation trends, enabling early intervention, smarter planning, and consistent service levels.
- Higher availability and stability, driven by proactive maintenance and uniform processes across regions and vendors.
- Reduced operational burden, through unified workflows that streamline engineering, fieldwork, inventory, and reporting.
- Simplified multi-vendor management
- Improved spare-parts readiness, supported by consolidated inventory systems and regional warehousing.

