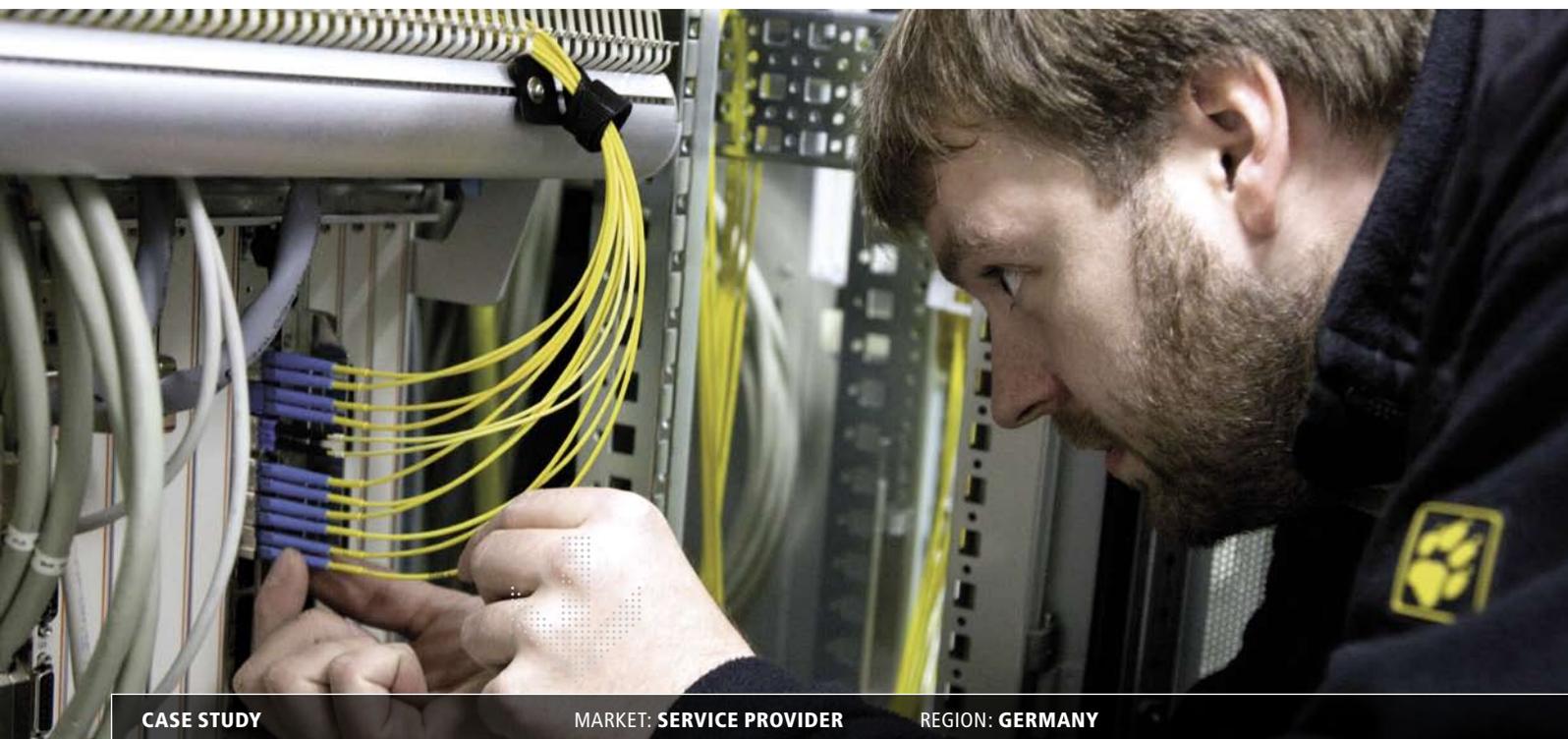


BCC builds, manages and operates cost-effective multi-service networks all over Germany

Alcatel-Lucent supports the development of high-availability, stable networks with components and network management systems at the highest technical level



CASE STUDY

MARKET: SERVICE PROVIDER

REGION: GERMANY



BCC Business Communication Company GmbH was established in 1997 and is now one of the leading managed services providers in Germany with its own network infrastructure. The company, with its head office in Braunschweig and branches in Magdeburg, Gießen, Leipzig, Munich and Stuttgart, employs 125 people and has an annual turnover of nearly 40m Euros. The market volume is estimated at around 3.5bn Euros.

The core business of this wholly-owned subsidiary of the Oldenburg-based telecommunications provider, EWE TEL, builds and operates multifunctional networks for business customers with branch structures. Current customers include e.on, Salzgitter AG and the Volkswagen group, amongst others.

“We were impressed with the technologically sophisticated products and the price-performance ratio offered by Alcatel-Lucent.”

STEFAN KÖNNECKE, TECHNICAL DIRECTOR AT BCC



CHALLENGES

- Cost-effective solutions for a price-competitive market
- Highest demands on availability, stability and services
- Using the latest technologies to meet changing market requirements

SOLUTIONS

- Powerful SDH network
- 9500 MXC microwave radio system
- 1353 NM and 1354 RM network management

BENEFITS

- Very good price-performance ratio
- Stable operation with high availability
- State-of-the-art technology

Good price-performance ratio and high availability required

There are not many communications service providers operating in Germany who can reliably implement and operate stable, complex networks across distributed sites. When a project is put out to tender, the price-performance ratio is one of the key decision criterion. “In a nutshell, it’s safe to say our customers expect high-quality solutions and services with cost-effective implementation and the highest possible level of transparency,” affirms Ulrich Lüttich, Commercial Director at BCC. “Here, quality is measured primarily according to the stability and availability of the network. And nowadays, people often expect 99.999 percent guarantees in this respect,” adds the Technical Director, Stefan Könncke. To meet its customers’ ever-growing requirements, BCC is very flexible in its application of new technologies.

Close exchange between development and technology

This is another reason for the successful collaboration between the managed services provider and Alcatel-Lucent. “We have been working together on synchronous transmission technology since 2001. Back then, we chose them as our partner following a tendering procedure. We were impressed with the technologically sophisticated products and the price-performance ratio in particular,” says Mr. Könncke, looking back.

In recent years, BCC replaced the SDH networks acquired from other providers with technology from Alcatel-Lucent. “Harmonization of the nationwide structure makes service and operation less laborious for us, which in turn saves us money. Furthermore, we can qualify our employees more specifically and more comprehensively,” explains Mr. Lüttich. With their expertise in migration, Alcatel-Lucent was able to competently support the network conversion. They always design new solutions in such a way that operation with existing hardware can be guaranteed. “Last but not least, this ensures us and our investment and is therefore a cost advantage for our joint solutions,” continues the Commercial Director.



“In a nutshell, it’s safe to say our customers expect tailored solutions and high-quality services with cost-effective implementation.”

ULRICH LÜTTICH, COMMERCIAL DIRECTOR AT BCC

The long-term collaboration between the two companies has resulted in a close partnership between the employees with respect to development and technology, as Mr. Lüttich happily emphasizes: “We benefit from close proximity thanks to state-of-the-art solutions and direct knowledge transfer – and hence so do our customers. To see how successful our cooperation is, you only need to look at the way we are continuously developing and operating our SDH network with the very latest network management products.”

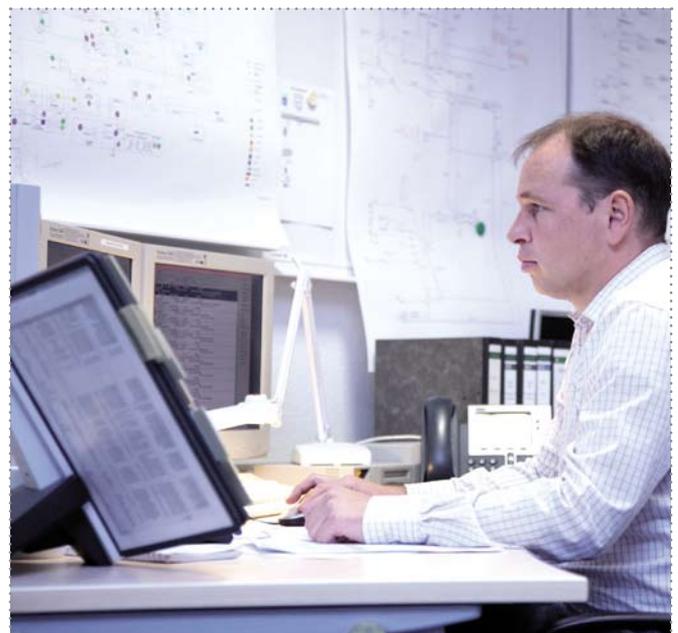
Managed services in the SDH network with microwave radio link

The nationwide transmission network from BCC is one of the most powerful communication networks in Germany. An in-house, 21,000 kilometer long, fiber-optic network with numerous ring-shaped network levels, it offers bandwidths of up to 40Gb/s and has multiple redundant connections to the Internet. The high-performance backbone is characterized in particular by its high availability and security.

“With their SDH components, Alcatel-Lucent contributes significantly to the high performance of our solutions,” emphasizes Mr. Könnecke. With the 1660 optical multi-service nodes and the 1640, 1642 and 1650 sub nodes, BCC builds and expands networks while ensuring

cost-effective transmission within the networks. Furthermore, the 9500 MXC digital microwave radio system supports reliable data transfer in point-to-point operation.

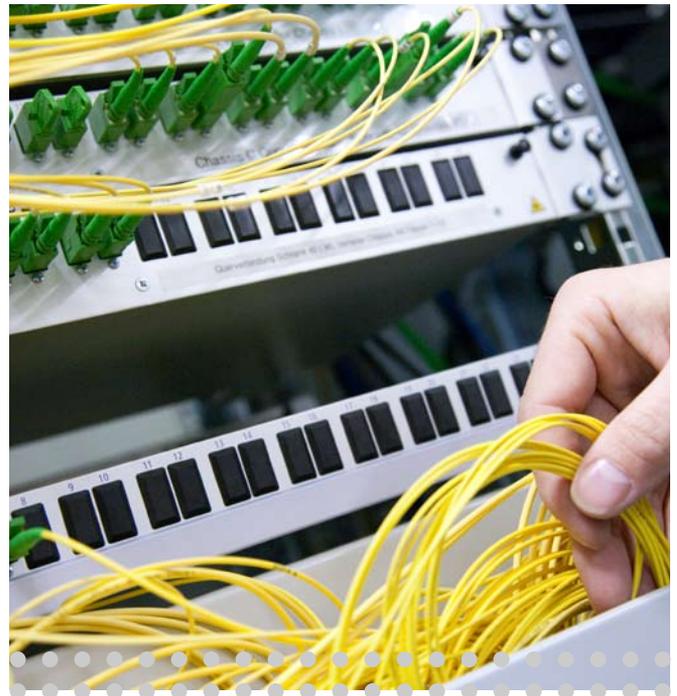
“Today’s trend for outsourcing solutions is growing, especially since the complexity of the requirements and networks is also growing,” notes Mr. Könnecke. “As a result, demand in the market for managed services, i.e. the operation of networks, including a computer centre, is also growing.” In providing these and other services, BCC is happy to rely on the 1353 NM and 1354 RM network management systems. “A major advantage of the solutions from Alcatel-Lucent is that we can also operate microwave radio systems with them. In addition, they allow problems in the network to be quickly identified. Faults can be eliminated faster and our network runs smoothly again,” remarks Mr. Lüttich, emphasizing another vital aspect.



Close cooperation producing state-of-the-art solutions

Mr. Könnecke sees working closely together as an important factor for the success of the long-term cooperation: "The developers and engineers on both sides regularly exchange information. Alcatel-Lucent shows us the latest technologies, which we then assess on behalf of our customers. So we are always informed about current developments in the market."

"Not only does Alcatel-Lucent provide a cost-effective, reliable platform, the company also delivers advanced technology that guarantees smooth network operation. And if any problems do occur, they can be eliminated quickly thanks to the short paths into the developer level."



Further strengthening the cooperation

"We are going to expand our collaboration with Alcatel-Lucent and grow together," says Mr. Lüttich, looking to the near future. BCC is replacing components from other suppliers with Alcatel-Lucent technology during network upgrades.

Summary

BCC has built a powerful SDH network, which is being supplemented point by point with the 9500 MXC microwave radio system from Alcatel-Lucent, throughout Germany. Furthermore, in this respect, BCC is using 1353 and 1354 RM network management systems. Thanks to Alcatel-Lucent's products, the managed services provider is able to offer its customers stable and high-availability networks based on state-of-the-art technology with an impressive price-performance ratio.

www.alcatel-lucent.com Alcatel, Lucent, Alcatel-Lucent and the Alcatel-Lucent logo are trademarks of Alcatel-Lucent. All other trademarks are the property of their respective owners. The information presented is subject to change without notice. Alcatel-Lucent assumes no responsibility for inaccuracies contained herein. Copyright © 2009 Alcatel-Lucent. All rights reserved.
11/2009