



上海市电信有限公司
Shanghai Telecom Co., Ltd

Shanghai Telecom
Shanghai, China
Service Provider

"Allot's SMP solution enables us to easily and efficiently enforce different service level agreements (SLA) for our major user groups."

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Challenge

Providing tiered services and enforced SLAs to corporate customers.

Solution

Carrier-grade NetEnforcer with Subscriber Management Platform (SMP).

Benefits

- Per-subscriber network visibility and control
- Real-time and long-term usage profiling
- Service differentiation
- Lowered operational costs

Shanghai Telecom Enforces Tiered SLAs with Allot Subscriber Management Platform

About Shanghai Telecom

Shanghai Telecom is a subsidiary of China Telecom, one of the largest service providers in China with several hundred-million subscribers. Shanghai Telecom provides full network infrastructure coverage with metropolitan networks spread around the city of Shanghai. Shanghai Telecom offers its customers world-class solutions for their voice, data, graphic and multimedia communications.

Per-subscriber visibility enables tiered IP services

Shanghai Telecom wanted to offer different groups of subscribers personalized levels of service and to guarantee an exceptional customer experience. In order to achieve this they needed to obtain in-depth insight of their broadband subscribers' behavior and usage trends. The goal was to zero in on different groups of customers and provide them with value-added services that are tailored to meet their IP service needs. They also needed to be able to provide these tiered services easily, and bill for them accurately.

Due to the critical function of the core network servicing such as large user base, the solution had to be designed to operate in dynamic IP-allocation environments and to be easily integrated with RADIUS and DHCP servers in the provider's OSS environment.

Subscriber-aware QoS

The solution provided was Allot's NetEnforcer AC-1000 platform, teamed with the Allot NetXplorer. Allot also provided Shanghai Telecom with its Subscriber Management Platform (SMP) to give them the service delivery and monitoring capabilities they needed to provide subscribers across the DSL network with tiered services.

The solution was selected for its accurate DPI technology, which makes Shanghai Telecom subscriber-aware by mapping the connection between individual subscribers and the services they consume.

Proof of concept trial deployment

Due to the innovative nature of this large-scale project, Shanghai Telecom's first step was to deploy the solution to provide their inter-organizational customers with tiered IP services. Using the NetEnforcer centralized management system, Shanghai Telecom's corporate information department created gold, silver, bronze and default service policies, which correspond to the different QoS each user is granted on the network.

NetXplorer's real-time network visibility enabled Shanghai Telecom's network operators to troubleshoot employee complaints and to identify unwanted or mis-configured applications running over the network. Using the Allot solution, they are able to isolate the source of the problem, mitigate threats posed on the network, and contain any damage that may have been caused.

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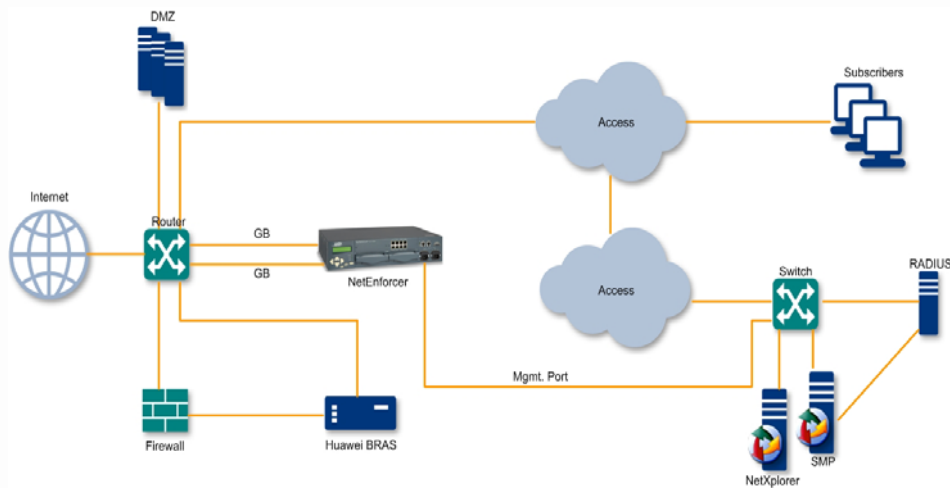


Figure 1: The Allot solution as deployed in the Shanghai Telecom network

When an employee attempts to access the Internet, Shanghai Telecom's Huawei BRAS forwards the user's ID and password to their Cisco ACS RADIUS authentication server for verification before establishing a connection. During the authentication process, Allot's SMP captures the IP address and user name from the RADIUS server, which is then mapped into the policy service plan in the NetEnforcer.

The advantages of SMP-related subscriber management

Allot's Subscriber Management Platform enables Shanghai Telecom to deliver customized, usage-based service packages to their corporate subscribers.

- **Service differentiation**

Able to gain an in-depth understanding of their corporate users' needs, Shanghai Telecom can now offer and enforce individualized service packages based on granular and aggregate data analysis.

- **SLA enforcement**

Using Allot's subscriber management solution Shanghai Telecom was able to provide groups of inter-organizational users with policy-based QoS.

- **Per-subscriber monitoring and reporting**

NetXplorer works with SMP to implement real-time and long-term subscriber-based monitoring to track and report on individual traffic flows.

In Conclusion

Designed for large subscriber networks, the solution was easily integrated with the IP's existing infrastructure. Using the Allot DPI-based solution, Shanghai Telecom was able to offer several thousand employees usage-based, customized service packages. Leveraging on NetXplorer's policy-based QoS capabilities, SMP allows them to easily deliver these services at consistently optimal levels.

During the next stage of deployment, Shanghai Telecom can use the Allot solution to create and deploy multiple service plans targeting different kinds of broadband subscribers across their commercial DSL network. Furthermore, NetXplorer can export accounting information to external accounting and quota systems for automated billing of customer services.

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