

# How **Infraon OSS** Transformed Telecom Malaysia's Network for 5G Rollout



## Company

Telecom Malaysia

## Industry

Telecommunications

## Solution

Infraon OSS

## Vertical

Government-Linked



## About the Client

Telecom Malaysia (TM) is a premier telecom provider in Malaysia, working to expand its network to support 5G mobile backhaul, IoT, and cloud services across the country. Their deployment spans an extensive network of NG Core, Aggregator, IGW, HSE, RR, and CSR routers to support 5G services. As Malaysia embraces 5G, TM's goal is to seamlessly scale this infrastructure to meet the demands of high-speed, low-latency services while enhancing operational efficiency.



## The Need

TM needed a solution to manage a multi-vendor network with elements from Huawei, ZTE, Nokia and Juniper. Although Huawei was chosen for network and service management, the platform was unable to fully support the integration and customization of other vendor equipment, affecting end-to-end provisioning and daily operations. The absence of real-time QoS monitoring limited TM's ability to deliver consistent, high-quality service to customers and delayed the 5G rollout.

## About EverestIMS

EverestIMS Technologies Ltd. (Everest) is a leading software company – offering IOTM, AIOps and Telecom OSS solutions. Backed with rich market experience in the I&O, AI, IoT, and digital transformation space, Everest has widespread global footprints through its focused product portfolio. We specialize in providing integrated IT solutions, IT operations, and IT infrastructure to empower corporations, enterprises, and telecoms to deliver future-ready services to end-users.



## What Infraon OSS Offered

Based on TM's requirement, Infraon implemented a multi-vendor, end-to-end solution featuring Zero Touch Provisioning, real-time QoS monitoring, and centralized configuration management. This streamlined 5G deployment, optimized service quality, and enabled secure, efficient network operations.

Here's what Infraon OSS offered:

- ✔ Provided seamless multi-vendor support for NG Core, Aggregator, IGW, HSE, RR, and CSR elements using Agile Open Container Methodology.
- ✔ Enabled Zero Touch Provisioning (ZTP) for CSR elements, streamlining 5G L3 VPN provisioning and monitoring while reducing manual effort.
- ✔ Centralized configuration and security with file management, firmware updates, and NIST-based vulnerability detection for secure operations.
- ✔ Delivered end-to-end service provisioning and assurance for 5G, Unifi HSBA HSI, and EVPN services to ensure seamless network fulfillment.
- ✔ Improved service quality with real-time QoS monitoring and comprehensive service topology visualization.

## Business Benefits

1

Accelerated 5G rollout with ZTP, meeting critical deployment targets

4

Streamlined operations with centralized management, reducing network downtime.

2

Enhanced network visibility through an integrated topology view across vendors.






3

Real-time QoS monitoring elevated service quality and strengthened client relationships.

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