

Case Study

Frontier Communications Takes Cloud to the Next Frontier with CloudMC



CloudMC enables leading US communications service provider to deliver, operate, and monetize open source infrastructure platforms, edge computing assets, and hyperscale cloud platforms.

GOALS:

Frontier Communications was looking to:

- Redefine itself as a **cloud native telecom** with B2B services delivered via a new software-defined platform;
- Thrive in a data-driven software economy by **enabling self-service, managed consumption** of cloud platforms and network services, **capitalizing on utility economics** and **API-automated, continuous delivery of IT**;
- Enable small- and medium-sized enterprise IT to **leverage automation, elasticity and agility of cloud** with a commitment to **transparent and predictable pricing** (no more “cloud sticker shock”);
- Operate and support applications on cloud infrastructure (regardless of cloud platform) as a partner (vs. vendor), ensuring **solutions are right-sized for the customer’s needs**;
- Deliver a **unified experience** and **single billing source** for customers;
- Automate IT environments with **container and cloud native automation tools** such as Terraform, Docker, and Rancher; and
- Leverage thousands of **edge computing** assets (data centers and central offices) for latency-sensitive workloads.

CHALLENGES:

Frontier Communications is seeking to capture market share within the fast growing cloud services market by focusing on providing conditions for optimal edge computing (low latency, high performance, etc), cloud native automation for DevOps teams and a reliable, consistent and unified cloud operations experience (regardless of cloud platform) for enterprise IT.

“ Our move to cloud-driven infrastructure will enable us to offer a wide range of new services, faster and more efficiently. We chose CloudOps to be our trusted partner for cloud initiatives based on their ability to deliver an operationally mature product immediately, so we hit the ground running. CloudMC integrates seamlessly with other partners and solutions, as well as aligning with our roadmap around edge computing and managed cloud services. ”

— **MARCELO OLIVEIRA,**
Vice President of
Commercial Integrated Solutions,
Frontier Communications



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The challenges included:

- Delivering **heterogeneous cloud and network services** through a **single pane** of glass with a **normalized API**;
- Providing **powerful governance and security features** across cloud and network services;
- Enabling **wholesale offering with control of pricing and whitelabel capabilities** for resellers and service providers;
- Leveraging cloud native automation to **manage and control applications running in any cloud or platform**;
- Offering maximum **extensibility** of the system by integrating with API-driven solutions; and
- Ensuring it's **simple** to deploy, update & manage.

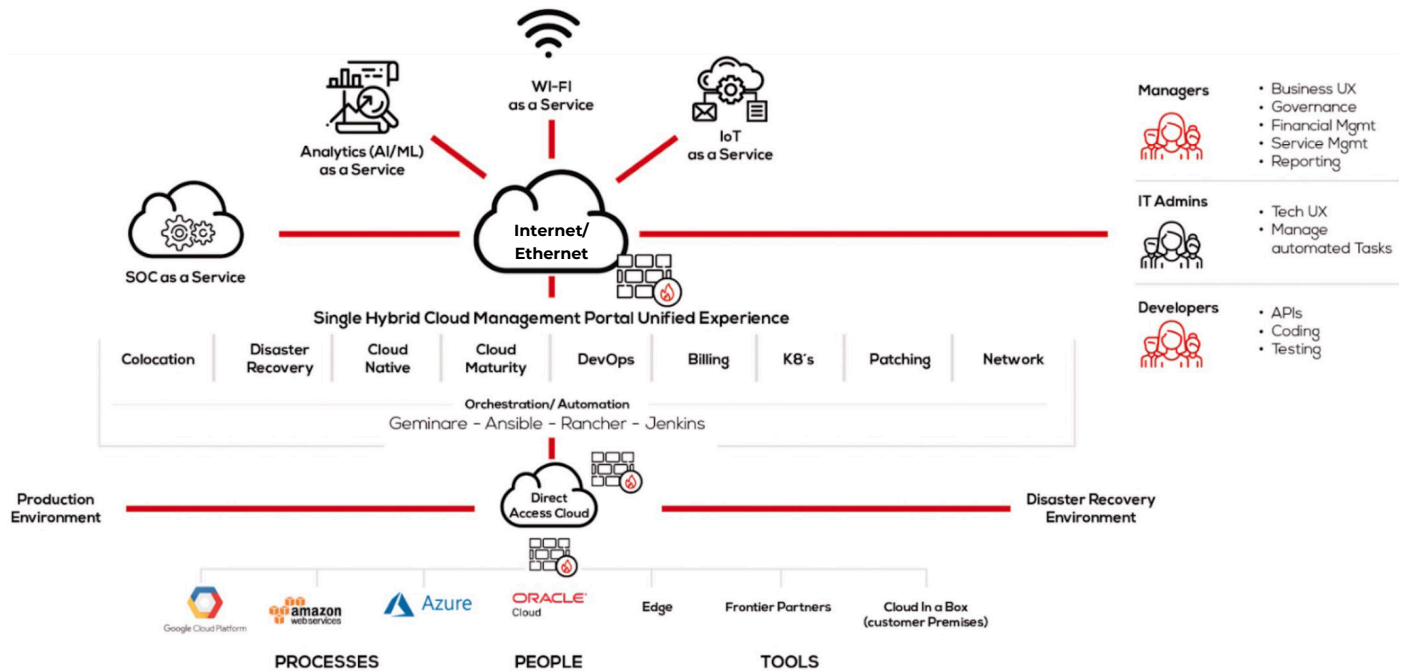
Resolving the above challenges allows Frontier Communications to focus on delivering managed cloud and network solutions, while helping them rapidly launch new services, applications, features, and ultimately, provide a unified customer experience.

CLOUDMC

After assessing their requirements, Frontier Communications decided to partner with CloudOps (a SOC2 certified cloud operations and services company) and leverage CloudMC as their cloud native services delivery platform. CloudMC provides end-to-end product lifecycle management through hybrid multi-cloud governance, multi-tenancy, multi-level reseller enablement, pricing/metering, usage reporting, quotas, resource segregation and much more, in a consistent and unified way across the commercial services. It's extensible plugin system is completely API-driven, which enables them to commercialize their edge computing assets, private clouds, public clouds, and other virtual network service integrations that are made available as needed.

OUTCOME

Frontier Communications launched Frontier® Managed Cloud Solutions with CloudOps' CloudMC as their cloud native services delivery platform in September, 2019.



ABOUT FRONTIER COMMUNICATIONS

Frontier Communications Corporation (NASDAQ: FTR) is committed to helping customers navigate internet and entertainment services. As a leader in providing communications services to urban, suburban, and rural communities in 29 states, Frontier offers a variety of services to residential customers over its FiOS and Vantage fiber-optic and its copper networks, including video, high-speed internet, advanced voice, and Frontier Secure® digital protection solutions. Frontier Business™ offers communications solutions to small, medium-sized, and enterprise businesses. For more information, contact 1-888-FRONTIER (1-888-376-6843) or visit frontier.com.

ABOUT US

CloudOps is a cloud consulting and services company focused on open source, cloud platforms and networking. We help businesses thrive in a data driven software economy with successful adoption and operation of cloud platforms, enabling self-service, utility economics and API-automated, continuous delivery of IT. For more information, please visit cloudops.com.

With over fifteen years of experience working with open source, cloud platforms, networking, and DevOps, **CloudOps** is in a unique position to help businesses thrive in today's data-driven software economy. We help businesses successfully adopt and operate cloud platforms, taking advantage of self-service, utility economics and the API-automated, continuous delivery of IT. As a member of the Cloud Native Computing Foundation (CNCF) and the Linux Foundation Networking (LFN), CloudOps is actively involved in open source communities. CloudOps is also a Kubernetes Certified Service Provider (KCSP) and a Kubernetes Training Partner (KTP), providing consulting, training, and managed services for cloud native and DevOps practices and deployments.



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