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PIPELINE | VOLUME 19 | ISSUE 6

PL

POWERING FIBER WITH GIS



IMPROVING CX
WITH AI

FEATURING:



THE NEW
DX
FRONTIER

PREVENTING
**NETWORK
OUTAGES**

MOBILE-FIRST **OMNICHANNEL CX**

STEAMING CONTENT TO THE EDGE

SCALING **NETWORKS AND SERVICES**

SIMPLIFYING

CX

COMPLEXITY

WITH:



COMMON
SENSE

CX

**DATA-
DRIVEN
CUSTOMER
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DIGITAL CX

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The Impact of Transformation



A Dynamic Panel Discussion
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Mobily Forms New Partnerships Across a Wide Range of Technology Fields

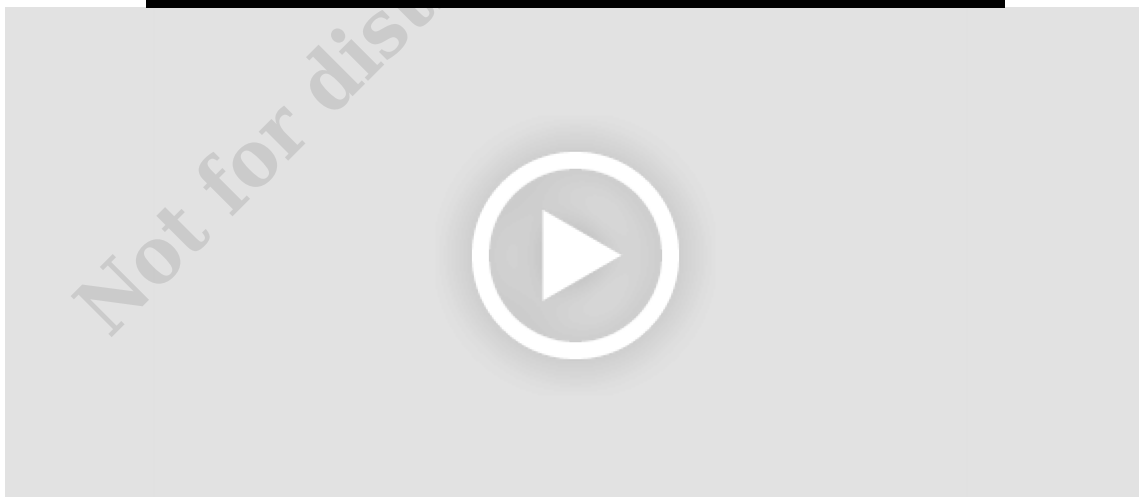
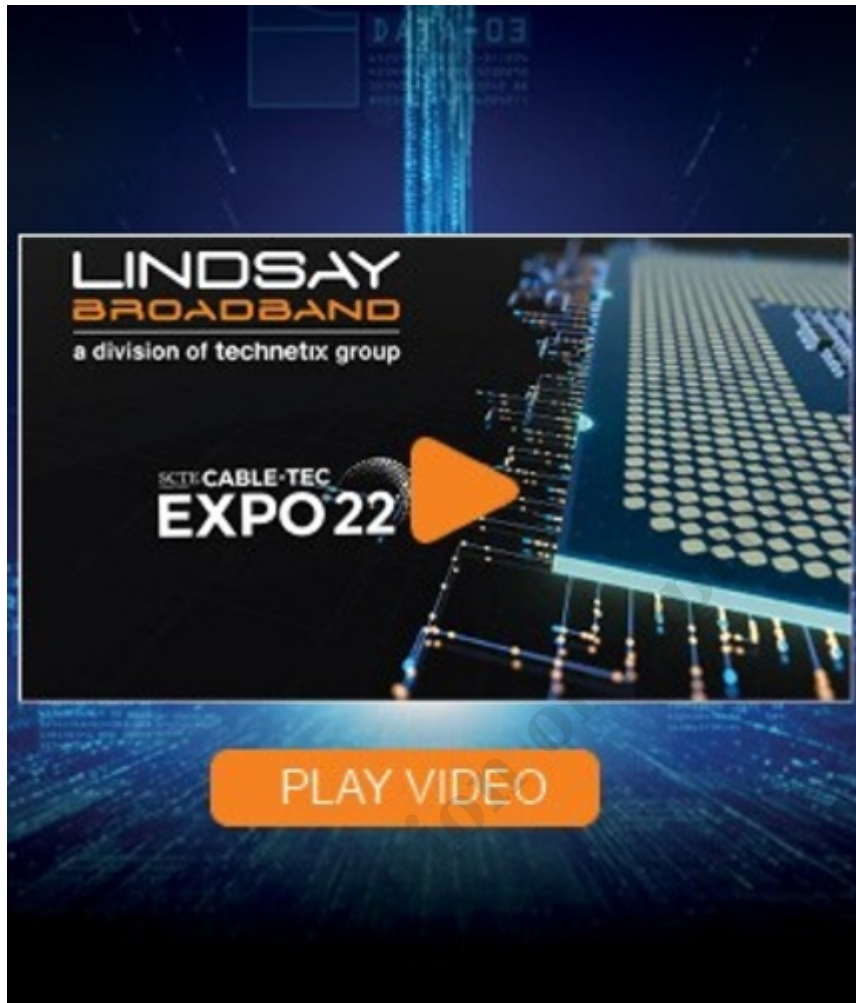
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AT&T and ServiceNow Help CSPs Manage 5G/Fiber Network Inventory

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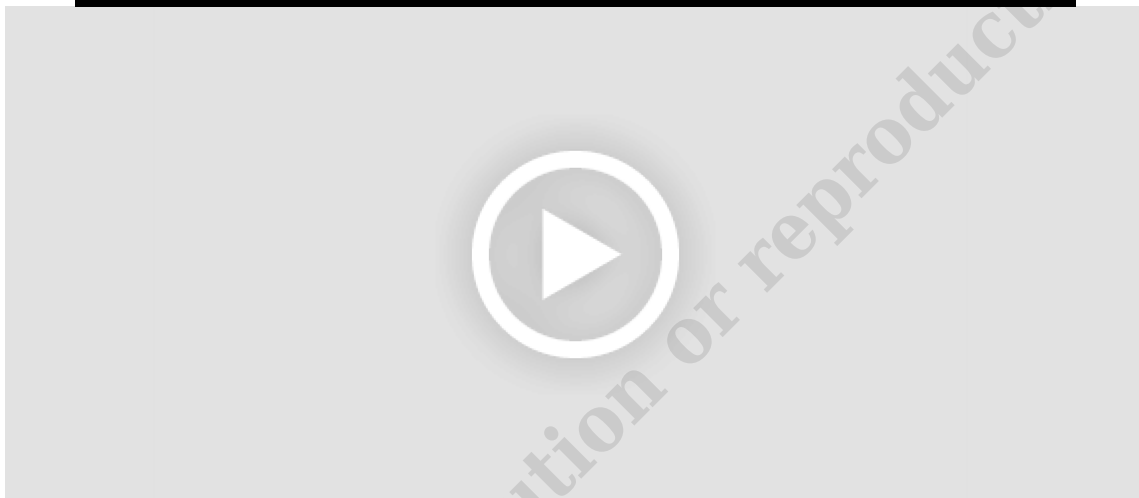
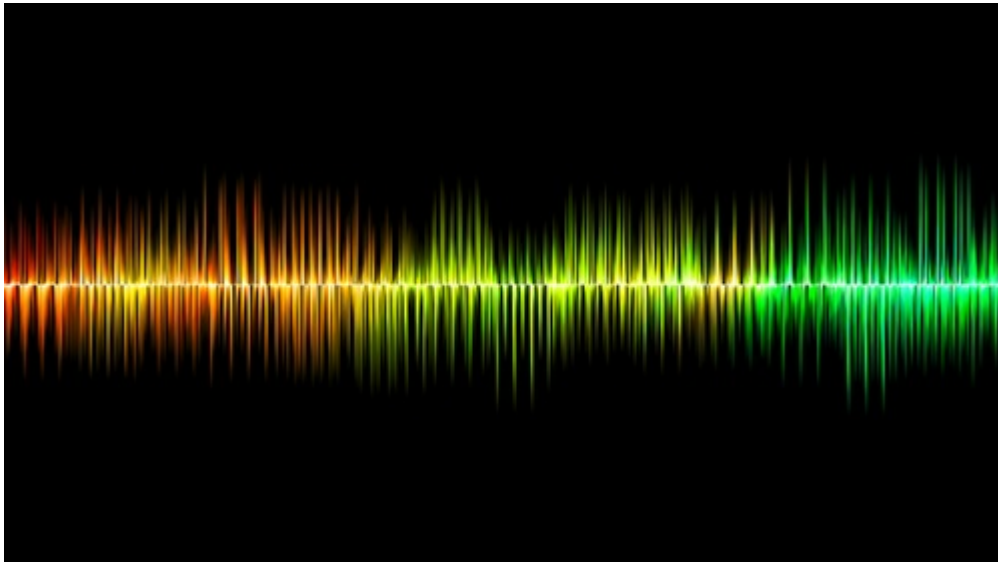
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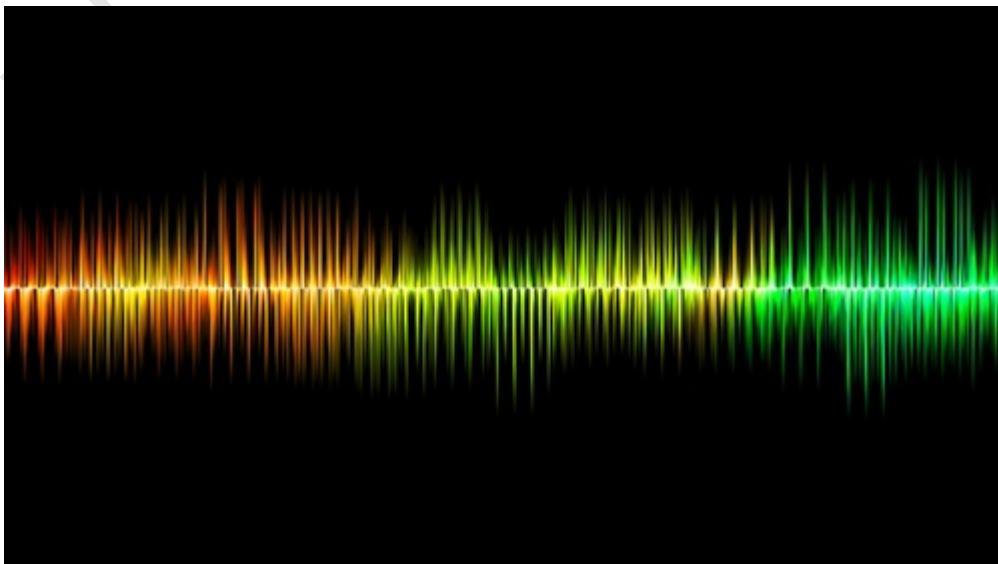
End-to-End Solutions for Broadband Networks

In case you missed Lindsay Broadband - a division of Technetix group at the SCTE Cable-Tec Expo, this video highlights the must-have, end-to-end solutions for your network.



Predicting Colonial Pipeline: Mitigating Risk and Compliance

Mitigating risk and compliance for lawful intercept using lawful intelligence is explored in this Pipeline article feature SS8. Learn how CSPs can comply with lawful intercept regulation, while empowering law information with critical, real-time data.





The Network Transformation Imperative

*A Dynamic Panel Discussion Featuring
The Industry's Top Thought Leaders*



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Agile Architecture for Digital Innovation

*A Dynamic Panel Discussion Featuring
The Industry's Top Thought Leaders*



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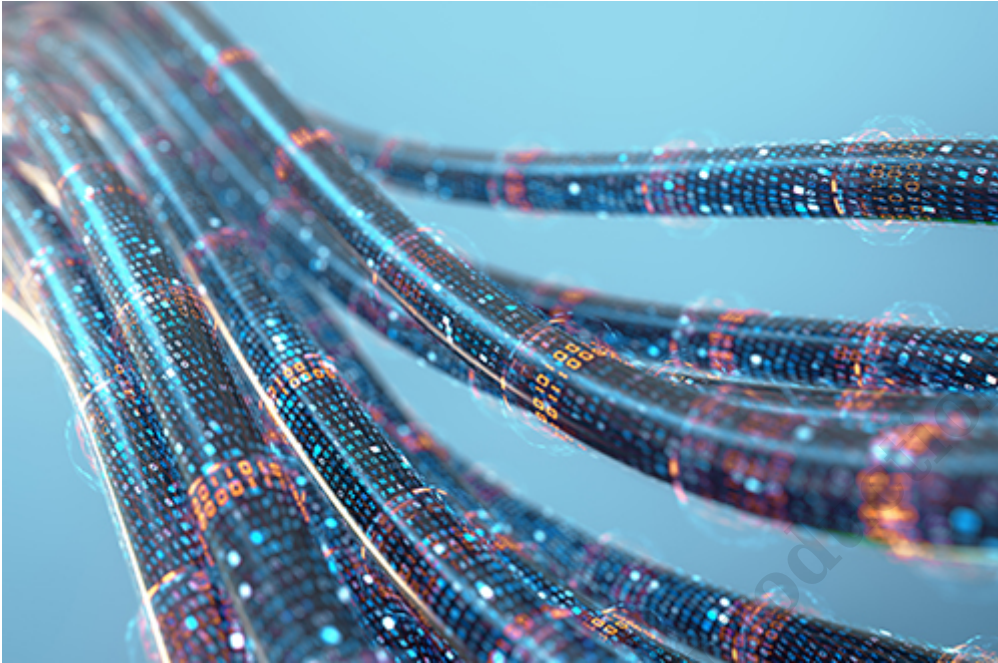
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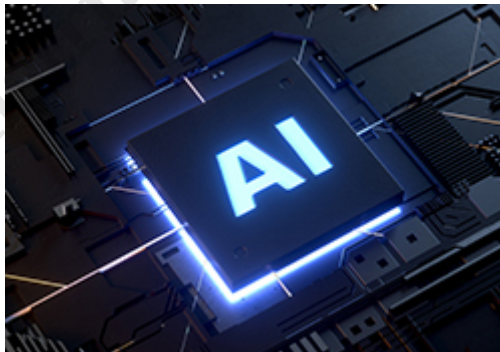
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CHR Solutions

**The Sky's the Limit:
Ten Reasons Why Now is
the Time for Cloud**

A Whitepaper

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Use Semantics to Deliver Flexible Service Management and Avoid the Risks of OSS/BSS Transformation



by Arindam Banerjee | April 2009

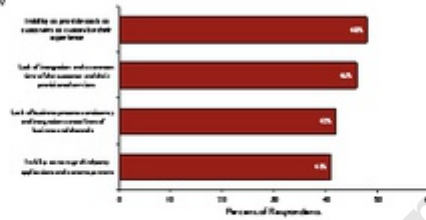
Executive Summary

The customization and convergence of services across application silos and disparate networks are critical to communications service providers (CSPs) aiming to provide innovative services, reduce customer churn and drive average profitability per user. CSPs realize that providing innovative services is not enough; it is critical to offer end users customized services with consistent and flawless quality of service (QoS), which is impossible without an end-to-end unified customer- and service-level view. This is where most service providers falter. Our research clearly points out the glaring problems that exist with most service providers' back-office OSS/BSS systems, which are typically complex, disjointed and lack the agility necessary to present a coordinated 360-degree customer-centric view. In a recent global CSP survey conducted by Yankee Group, more than 60 percent of surveyed global CSPs agreed that improved customer experience is directly linked to improved ARPU.

Most service providers take a top-down approach to express customer and service views. However, they often adopt a service model that in most cases does not capture the complexity of misaligned as well as heterogeneous underlying infrastructure. Only when the relationships among underlying systems, services and customers are mapped out of the infrastructure is it possible to achieve the goal of traditional service modeling. Therefore, what is needed today is a bottom-up approach that looks at how existing systems map to existing customers instead of a more traditional top-down approach.

CSPs have invested billions to streamline and modernize their OSS/BSS infrastructure to achieve the agility required to see all of their assets in one view, which in most cases has failed to deliver the desired service-level transparency. Exhibit 1 illustrates the critical factors inhibiting CSPs from being competitive and delivering innovative services to customers. Not surprisingly, the inability to have a common view of customers, lack of customized service delivery and business process inconsistency are the top factors that hamper service providers from rolling out innovative services.

Exhibit 1.
Critical Factors Inhibiting CSPs from Being Competitive and Delivering Innovative Services
Source: Yankee Group, 2009



In light of current economic challenges, it is clear that telecom service providers are squeezing their capex budgets to align with lower revenue growth expectations. Hence, although a unified end-to-end service model remains on top of their priorities to instead of full-scale and expensive transformation exercises, CSPs and managed service providers are looking for an alternative low-risk, incremental path toward a unified service model. In this report, we look at CSPs' current operational issues, take a deep dive on a unique, alternative semantics-based approach toward achieving a unified virtual service model, and investigate how such an approach can enable customer centricity by solving the problem of siloed infrastructure data.

This custom publication has been sponsored by **Drinking Systems**.

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IP Video Services Accelerator

Sigma Systems' IP Video Services Accelerator is a robust solution enabling cable service providers to extend video service offerings to deliver an enhanced and unified entertainment experience.

Without a doubt, the enhanced entertainment experience over IP video networks is emerging as the "next big thing" for service providers as over-the-top (OTT) content, Internet video and 3rd party applications continue to threaten customer loyalty. Gone are the days of just delivering traditional video offerings as cable service providers begin embracing the opportunity to create new business models and deliver an exciting, personalized multi-screen experience to subscribers. But without the proper supporting service fulfillment foundation, the accurate delivery of this experience is a significant challenge for cable service providers.



Simultaneous Linear & IP Video Provisioning & Support

The IP Video Services Accelerator provides a service fulfillment solution that simultaneously provisions and supports both linear and IP video networks to deliver digital TV, PPV, VOD, DVR/PIVR, Internet Video, OTT content, and 3rd party applications. This unique integrated OSS service management solution eliminates operational silos and provides seamless order management, provisioning, and entitlement management across all technologies, services, and systems.

Simplify All-IP Video Migration

By supporting a hybrid linear and IP video network that provisions all video services, the IP Video Services Accelerator gives you the ability to simplify and implement a logical migration strategy from legacy to all-IP video. You can manage this migration at the pace of your business and benefit from the flexibility to migrate in stages by managed service area, network segmentation, and even customer profile. With the IP Video Services Accelerator you can rapidly launch enhanced entertainment services and migrate linear video subscribers to a common OSS back-office solution when your business is ready.



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If you want to get where you're going, you need an accurate map. Nakina Systems' Inventory Discovery & Reconciliation solution provides a true picture of your network's physical and logical inventory, so you can see beyond the horizon.

Setting sail

In today's hypercompetitive environment service providers are tasked with rolling out new services quickly — and delivering a superior customer experience. Yet rapid network expansion presents new challenges. Discrepancies between inventory and the real network are the norm, causing reduced order processing capacity, slower fault isolation and provisioning delays. Nakina Systems' Inventory Discovery & Reconciliation solution discovers optical, Ethernet, IP/MPLS, and other network equipment and reconciles against industry standard inventory systems to reduce errors and provisioning times. Without an automated discovery and reconciliation solution like Nakina's, the investment in network-wide inventory systems is impossible to monetize.

Staying on course

A true picture of your network topology is an absolute necessity for rapid rollout of new services, efficient operation, and a predictable customer experience. Nakina's continuous

reconciliation capabilities ensure the highest level of network integrity. The discovery engine is constantly in contact with the network, performing regularly scheduled inventory discovery and reconciliation with network inventory databases. This constant feedback loop helps highlight inconsistencies before they become difficult problems. Nakina's customers can identify poor capacity management, lack of redundancy and many other challenges before they cause outages or other problems.

Finely tuned instrumentation

Nakina Systems' network integrity solutions enable our customers to accelerate time-to-revenue through faster deployments. Without a high integrity image, matching capacity to demand is a hit-or-miss affair: work orders and customer orders fall out due to non-existent or over-allocated ports; scarce capital resources are consumed when spare capacity is unused elsewhere. With an accurate and current picture of the network, there is no destination too far.

Key Functions

Nakina Systems' Inventory Discovery & Reconciliation replaces ad hoc data with a true network integrity solution. With an accurate picture of the network, you can feel more confident about the state of the network and your ability to deliver new services on time and on budget.

Multi-Vendor, Multi-Domain Topology Discovery

- Discover Optical, Ethernet & IP/MPLS N/W (OTN/OTN/OTN networks)
- Reduce provisioning times

Full Discovery of Physical & Logical Inventory

- Topology, Links, Protection Groups, End-End Circuits
- Eliminate fall-outs due to inaccurate inventory

Pre & Post-Circuit Qualification

- On-the-fly qualification of resource availability to support Assign & Design process

Integrated Security Solutions

- Eliminate fall-outs due to access issues and password issues
- Profile-based protection of access to network information

Standards-Based Interfaces

- Simple, Cost-Effective Integration with 3rd Parties



ONTOLOGY™



Know your network: Now.

ONTOLOGY 5

Ontology 5 Platform Datasheet | v3.0 2015

Prepared for Progress Actional
February 2009

**The Total Economic Impact™ Of
Progress Actional Management For
Interconnected Applications**

Implemented by a communication and media service
provider

Project Directors: Paul Devine and Sebastian Seihorst

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to grow your
infrastructure,
WE
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RESOURCES
to bring it
to life**



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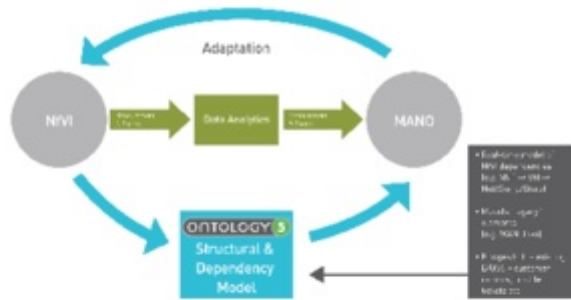
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As NFV moves from labs and trials into production, the need to assure the services it delivers has become urgent, but legacy tools struggle to deliver because they are unable to absorb the new reality of automated, high-speed orchestration.

Ontology 3 builds a real-time service topology across legacy, physical, logical and virtual service components and uses it to power next-generation service inventory and assurance functions for NFV, hybrid and multi-domain services.

This complete view of service elements, at all layers in the infrastructure in complex and high-automation environments, is indispensable to operationalising NFV enabling functions such as:

- Service assurance and service impact analysis in both next-generation and hybrid environments
- Fault investigation
- Coordination of multiple orchestration components
- Close integration with the OSS/BSS - required for functions such as order and trouble ticket management



Building coherent and complete views of "legacy" infrastructure and services is a hard problem because of the variety and quality of the source data required to do so: it is spread out over many systems and is generated by processes with many manual steps that introduce noise. This is a problem that Ontology 3's Intelligent 360 for Network Operators has already solved.

The high-automation in virtualised environments will mean that data is of much higher quality - either each of those environments - but it will nevertheless come from a range of sources - VMs, orchestrators, data centre management and, of course, the OSS - and it will be much higher velocity data. OSS and network data will start to look like "big data": high velocity, high volume and high variety. Ontology 3's real-time features are ready to address this.

Cost-effectively combining these two worlds is what Ontology 3 does, so you can continue to **know your network now.**

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Innovation Awards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Webinar Participation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pipeline Guest Speaking & Event Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pipeline Guest Blogging	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LEAD GENERATION:												
List Rentals with Lead Reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Direct Content Advertising	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resource Center Asset Hosting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Content Distribution and Sponsorship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spotlight Articles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sponsored Articles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital or Physical Article Reprints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ICT Executive Summit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Webinars with Extended Lead Generation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marketplace Directory Listing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Page 1 of 2

Whitepapers

White Paper

EMC STORAGE RESOURCE MANAGEMENT SUITE

How Storage Resource Management Suite Meets Today's Storage Management Challenges

Abstract

The Storage Resource Management Suite provides comprehensive monitoring, reporting, and analysis for heterogeneous block, file, and virtualized storage environments. It enables you to visualize applications to storage dependencies, analyze configurations and capacity growth, and optimize your environment to improve return on investment. This white paper outlines the common use cases Storage Resource Management Suite addresses.

March 2013



Whitepapers



WHITE PAPER



Towards a Personalized Mobile Experience

How Converged Subscriber Management Will Impact the Life of End-users.

www.tekelec.com

Brochures

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eliminate the
guesswork with
GIS/CAD
services



Accurate and up-to-date mapping is crucial to nearly every element of your business. Everything from network maintenance, emergency response, budget forecasting, and company valuation require these records to keep your company on course.

Relying on single point dependencies and perishable paper records create vulnerabilities for your customer, community and company. CHR's GIS/CAD Services take the guess work out of geospatial management and ensure your business is on the right path.

MANAGED GIS/CAD SERVICES

- Data extraction and normalization from paper to CAD
- Database and coordinate creation (lat/long, roads, hydrology, landmarks, row)
- Data exports to OneCall-Geisec & Google Earth
- Data imports (FEMA, soils, DFW, FCC)
- Graphical object assignments (Routes, pads, C&G)
- Aerial Imagery and GPS
- Ongoing system updates and support of geospatial data
- Report, query and analytic capabilities
- Data files hosted on CHR servers
- Facilities management systems integration
- Advisory support and recommendation of network improvements



ph 713.351.5111 email info@CHRSolutions.com

Info Directions Earns Place on Inc. List as One of America's 5,000 Fastest-Growing Private Companies

5,000 Fast-Growth Companies Report Aggregate Revenue of \$214 Billion

VICTOR, August 13, 2009 – Inc. ranked software engineering firm Info Directions, Inc. on its annual ranking of the 5,000 fastest-growing private companies in the country. The list is the most comprehensive look at the most important segment of the economy – America's independent-minded entrepreneurs. Taken as a whole, these companies represent the backbone of the U.S. economy.

"Our third annual Inc. 5000 continues the most ambitious project in business journalism," said Inc. 5000 Project Manager Jim Melloan. "The Inc. 5000 gives an unrivalled portrait of young, underreported companies across all industries doing fascinating things with cutting-edge business models, as well as older companies that are still showing impressive growth."

Established in 1996, Info Directions is an Independent Software Vendor (ISV) that designs, hosts and installs billing, CRM and point of sale solutions for mobile, wireline and IP-based telecommunications service providers. Info Directions' software solutions, including its benchmark CostGuard® and Lexys Point of Sale™ products, help service providers eliminate the complexity of selling, activating, managing, billing and caring for customers. Info Directions also appeared on the Inc. 500 list in 2001.

"It is rewarding to be recognized by Inc. for accomplishing our strategic growth initiatives. We share this Inc. acknowledgement with our clients, who leverage our software solutions to create new business models and superior customer experiences that drive both their growth and ours," said Don Culeton, president of Info Directions. "Innovation is one of the primary tenets on which Info Directions is built, and appearing on this list reinforces the importance of investing in our position as a leading developer of telecommunications billing, CRM and point of sale applications."

Despite the ongoing recession the aggregate revenue of the 5,000 companies that made the list increased to \$214 billion, up \$29 billion from last year, with a median three-year growth rate of 126 percent. Most important, the Inc. 5000 companies were engines of job growth, having created more than 1 million jobs since those companies were founded. Complete results of the Inc. 5000, including company profiles and an interactive database that can be sorted by industry, region, and other criteria, can be found on www.inc.com.

Delivering a new ROI for communications

Return on insight in a big data world



IBM

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CASE STUDY: MULTI-CHANNEL CUSTOMER INTERACTIONS



Client: Leading Retail Entertainment Provider (The Company)

CHALLENGE

The Company was looking for a single vendor to deliver a comprehensive solution that combined agent-led customer care, multi-channel inbound and outbound customer interaction management, 1st and 3rd party collections, in-store data lookup (Reverse Phone Append), and consolidated customer reporting while simultaneously reducing overall customer care costs. The initiative was to consolidate services being handled by two vendors and connect one of the Company's selected in-house operations.

CROSS-CHANNEL SOLUTIONS PROVIDED

- Inbound Store and Customer Care
- 1st and 3rd Party Notifications and Automated Collections
- Past-due Postcard Reminders
- Interactive Self-help IVR
- Secure Payment IVR
- Customer Satisfaction Surveys

SOLUTION

CSG deployed inbound and outbound self-service customer care and collections solutions that utilized two of its direct customer interaction on delivery channels: Interactive Voice Response (IVR) and direct mail (postcard notifications). By utilizing these proactive customer interaction delivery channels, CSG was able to supplement current agent activity with a automated self-service interactions, which helped the Company control costs and increase agent productivity and customer convenience.

- Speech-enabled inbound IVR solution for in-store and online customers, which supports self-inquiry and self-resolution
- Integrates with the Company's historical database for customer identification
- Dynamic customer routing to the appropriate associate based on skill set to facilitate first call resolution
- Designed an enhanced pre-collection strategy that leveraged outbound interactive voice messaging and Postcard Reminders for past-due videos and games
- Secure Payment IVR (CSG is a PCI-DSS Level 1 Service Provider) for customer self-resolution of past-due accounts
- In-store account lookups based on home telephone number (Reverse Phone Append)
- Customer Satisfaction Surveys allow the Company to improve the customer experience based on customer feedback
- 1st and 3rd party Automated Collections (outbound & inbound) for self-care within the automated call (Secure Payment IVR)
- Delivers reporting to separate corporate and franchisee store collections
- Integrates with the Company's collection associates to augment automated systems
- Past-due Direct Mail Postcard Reminders deliver a hard-copy written format reminder that an item is past-due and gives the customer self-service options to purchase the past-due item immediately by calling into CSG's self-service Secure Payment IVR

RESULTS

- Implementation of Automated Collection Solutions reduced the Company's annual collection costs by \$1.7 million
- 1st party Automated Collections notifications and self-care options significantly reduced the number of accounts being sent to 3rd party collections — cutting average collections costs per customer by more than 50%
- Solution generated approximately \$2.9 million in additional collections
- Solution decreased the Company's client roll rate by 3% as well as its days sales outstanding (DSO) and delinquency rates

csgi.com

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New Services. Delivered.



From the Global Leader in
Advanced IP Service Fulfillment
Solutions.

Business Services | Delivered.
Small-to-Medium sized Businesses (SMBs) are looking to leverage the latest technology in order to improve and efficiently grow their businesses. Many SMBs are now looking for Next Generation Operators (NGOs) who offer compelling, integrated business solutions that are quick to implement and easy to manage. This SMB market represents a new opportunity for many operators and Sigma Systems helps NGOs tap into the SMB market by providing them with all the necessary components to efficiently design, deliver, and manage next-generation business services.





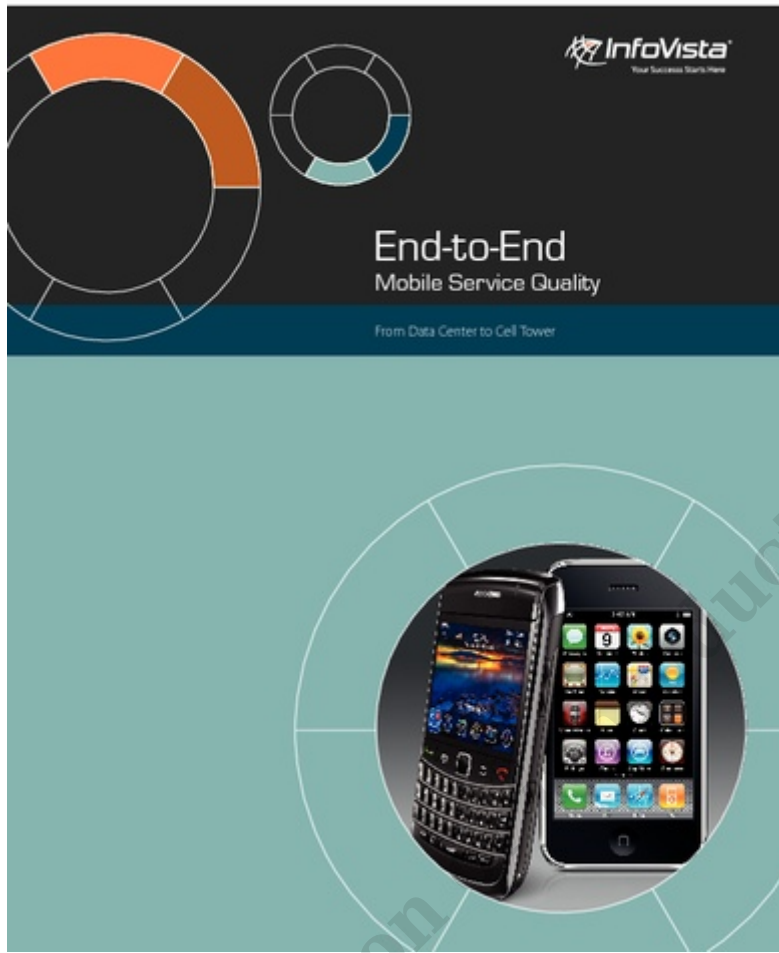

Report

Reducing order fallouts: Key to success with business services

January 2015

Mark Mortenson and Anil Rao

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EXFO Service Assurance and Juniper Networks Assure Performance and Quality of Multiplay Networks

BENEFITS SUMMARY

- › Ensures service performance and quality throughout the multiservice delivery network
- › Enables service providers to establish a quality advantage to increase customer satisfaction and reduce churn
- › Delivers actionable information to proactively identify, diagnose and resolve issues before subscribers are impacted
- › Reduces operational costs by minimizing truck rolls and maximizing technician and customer service time

The promises of increased average revenue per user (ARPU), lower operational expenses and gaining a competitive advantage are driving service providers to expand their multiservice IP networks. Voice, video and data services over separate networks are being converged over next-generation IP networks to deliver interactive multiplay service offerings. Providers are banking on these multiplay bundles to build customer loyalty, increase customer satisfaction and significantly reduce churn.

As providers roll out these new, dynamic business, communications and entertainment services, they face significant challenges to deliver service bundles that exceed the quality expectations of their subscribers. While the converged network simplifies service delivery, it is very complex and must be properly managed and monitored to meet quality of experience (QoE) and quality of service (QoS) expectations.

BUILDING A SERVICE-AWARE DELIVERY ARCHITECTURE

The launch of multiplay services requires that best-effort Internet networks evolve into secure, resilient infrastructures that can assure user experiences. The transition introduces many considerations that must be addressed. For example, video service delivery can vary greatly from one time to another with multiple sources impacting traffic volume and quality.

Delivering multiplay services means service providers must re-examine their network architectures and make decisions that will affect their success now and in the future. Offering a broad portfolio of scalable, intelligent systems, Juniper Networks provides service-aware network solutions for introducing and further developing multiplay services. Juniper's unique converged edge architecture enables the dynamic allocation of bandwidth, to efficiently deliver high-quality multiplay services from multiple sources, including voice, video, data, gaming and more. The company's proven experience and partnerships with companies like EXFO Service Assurance give providers confidence in their execution.

THE NEED FOR MULTIPLAY SERVICE ASSURANCE

While bundled multiplay service offerings can help build customer loyalty, it is essential for providers to monitor the performance and quality of their services to continually ensure customer satisfaction. Quality and performance issues that can result in service interruptions and downtime will force customers to switch to other providers that can promise higher quality services at similar prices. Competition is pushing providers to develop an advantage based on quality because price alone is becoming less of a factor.

To establish a quality advantage, providers need to shift from pure network management tools to converged service assurance solutions that ensure the end-to-end delivery of critical IP services. Simply gathering statistics from network devices does not offer providers the necessary service intelligence to monitor performance and quality.

A converged service assurance solution coupled with a network capable of supporting multiplay services enables providers to continually meet customer expectations and verify service-level agreements (SLAs). Service quality matters and business success relies on it.



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