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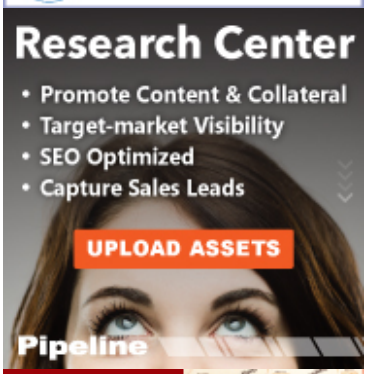

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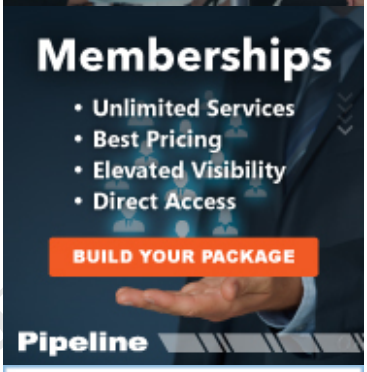

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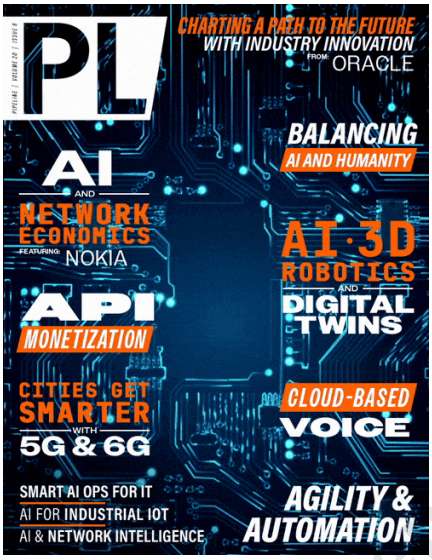

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Featured Content

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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.

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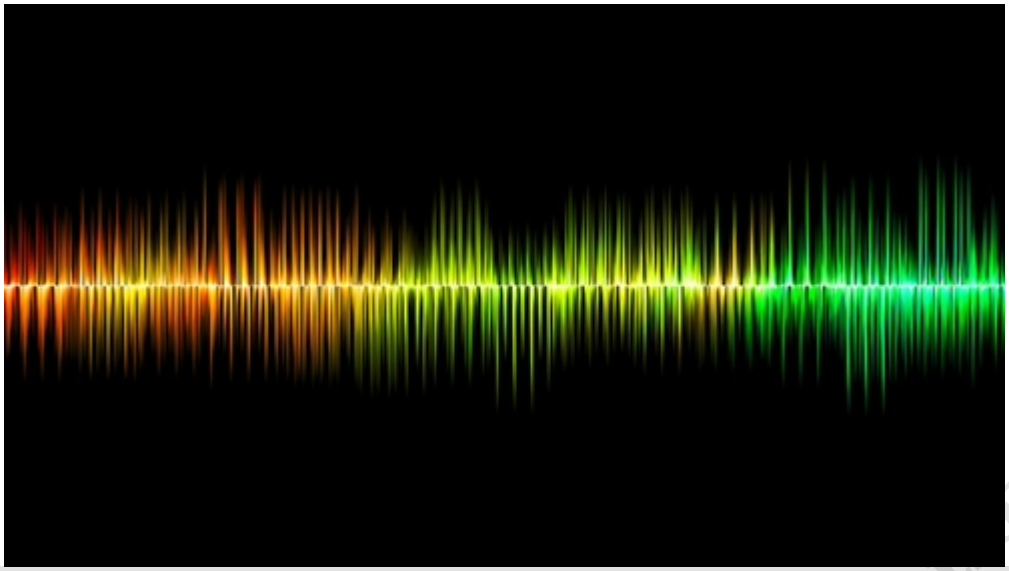
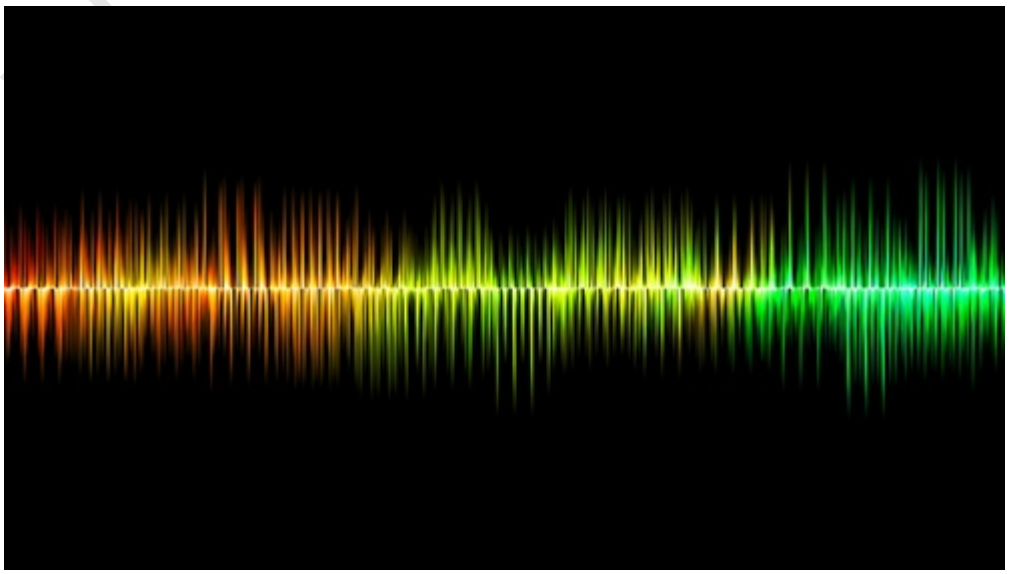


Predicting Colonial Pipeline: Mitigating Risk and Compliance

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.



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Podcast: The Evolution to 6G

The world’s eyes are already looking forward to the potential of 6G. Demands resulting from innovative use cases, for instance specific requirements from different industries and other user groups, as well as overarching goals like sustainability, are driving the standardization and development of mobile technologies.

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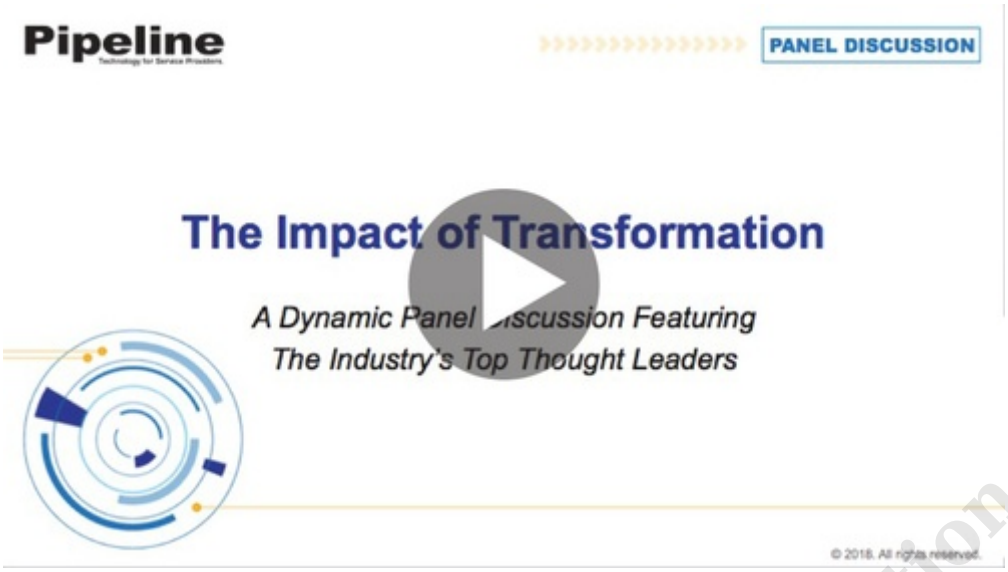

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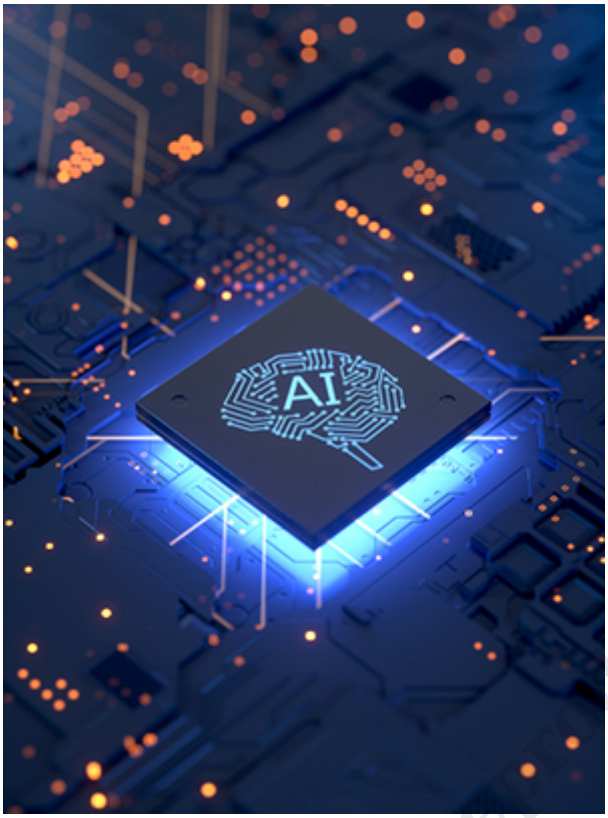

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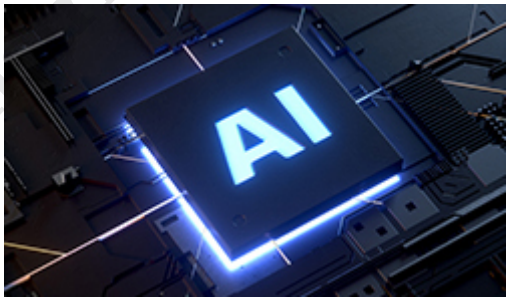

Top 5 GenAI Innovations

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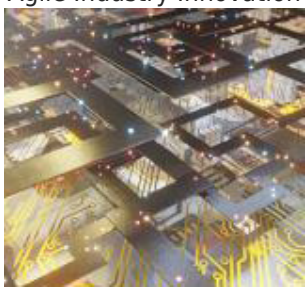

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Use Cases for AI in IIoT

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CHR Solutions

software solutions

CHR provides integrated business solutions that address today's needs while positioning for future revenue streams, such as cloud based services. CHR software is available through traditional on-site licensing, through our supported cloud service model, or Software as a Service (SaaS). Our cloud based and SaaS options provide all the benefits of a traditional on-site license, and the platform hardware, operating systems, and a team of highly skilled professionals – all in a hosted environment without the upfront capital expense. SaaS and cloud based software are served from one of our four data centers and managed by CHR's 24x7 NOC services team.

ORDER MANAGEMENT (ORDER TO CASH)

CHR's Order Management accelerates cash flow with an integrated order-to-cash process – providing a faster path to revenue, improved operational efficiencies and higher customer satisfaction. Order Management supports complex product bundling, parallel and sequential order flows and end-to-end automation from order capture to fulfillment. Our intuitive tool makes it easy to identify and correct errors. Order Management provides robust pricing and promotion capabilities to include bundling and discounting. We provide a complete solution for credit analysis, order enter, fulfillment and billing.

PRODUCT LIFE CYCLE MANAGEMENT

Clearly defined products drive order entry and service fulfillment. CHR's Product Life Cycle Management takes a product through design, approval, release all the way to retirement. Our team of experts partner with you to craft products that meet customer demand in alignment with available technology and support infrastructure. Products are able to be built by component and managed with expiration dates. Throughout the product life cycle CHR works with you to adapt to new business models, added products and services.

CUSTOMER CARE MANAGEMENT

CHR's Customer Care Management is a powerful tool which provides you a 360 degree view of the customer—allowing you to review all relevant information about a customer's account, add new locations, and launch a service order to add or change data. Customer Care Management offers a combination of search, inquiry and order-entry tools. Our unique "account-at-a-glance" feature provides flexibility for the CSR to manage their view of the customer—helping the CSR deliver efficient and effective service. CHR's Customer Care Management delivers the right tools and necessary authority for CSR's to solve client problems—improving quality of care and reduction in issue resolution time.

CHRSolutions.com ph 715.361.5555 email info@CHRSolutions.com

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Creating Communities

Communications service providers play a vital role in building rural America. Connecting unserved or under served communities through broadband technology improves their way of life and closes the digital divide by providing economic opportunities otherwise not possible.

CHR Solutions is a proven industry leader with over 75 years of experience and will help you invest in broadband. Our complete solution gives you the tools necessary to make strategic business decisions for building, marketing, and monetizing your network.

ENGINEERING SERVICES	BUSINESS SOFTWARE	BUSINESS CONSULTING
Network Planning & Design	Customer Management	Regulatory
Broadband Viability and Feasibility Studies	Billing	Marketing
Outside Plant Engineering (Architecture, Field Notes, Design, Permitting)	Service Activation	Product Management
GIS/CAD Services	Sales & Marketing	Customer Service
Project/Construction Management	Order Capture	Billing
Loan & Grant Assistance	Facilities Management	CyberSecurity
	Dashboards	NOC Monitoring
	Case Management	Invoice Fulfillment
	Financials	Systems Rollout

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ENGINEERING SERVICES

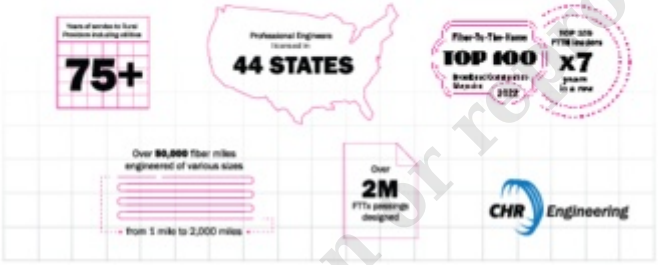
DATA DRIVEN. RESULTS ORIENTED.
YOUR BROADBAND SUCCESS.

Rural America needs access to broadband. But closing the digital divide can be complicated—and with so many service providers facing increased competition, mounting costs, supply chain issues and eroding revenues, you need more than a quick fix.

CHR Solutions has the technology and the expertise to help you make informed decisions that enable you to get the job done efficiently, on budget and on time. From feasibility studies to network design to construction, we partner with you every step of the way to optimize your operation and increase your speed to market.

> CHR helped to train and guide us through the fiber-to-the-home design, engineering and permitting processes. They have become my go to liaison with city, county and state permitting authorities. If you want to work with people that are willing to help and get your foot in the door in your state right-of-ways, I highly recommend CHR (they even do wireless & tower engineering too)!
>
> *- Jason Pond, CEO, Grizzly Broadband, LLC*

Our Experience. Your Advantage.



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PTP Test Applications

Hammadoun Dicko, Product Specialist, Transport & Datacom Business Unit

4G/LTE deployments and increased bandwidth requirements in Carrier Ethernet services are the driving force behind the new backhaul network technology. Synchronization is required for cellular and wireless network operations because base stations must be synchronized in order to hand off calls between base stations, minimize dropped calls and ensure proper billing. Since precision time protocol (PTP) provides both phase and frequency, it is quickly becoming the synchronization technology of choice for packet networks.

WHAT IS IEEE 1588V2/PTP?

PTP provides high clock accuracy in a packet network by continuously exchanging packets with appropriate timestamps. In this protocol, a highly precise clock source, referred to as the grandmaster clock, generates timestamp announcements. It also responds to timestamp requests from boundary clocks, thus ensuring that the boundary clocks and the slave clocks are precisely synchronized with the grandmaster clocks. By relying on the holdover capability, the precision of the integrated clocks and the continuous exchange of timestamps between PTP-enabled devices, the frequency and phase accuracy can be maintained within a submicrosecond range, thus ensuring synchronization throughout the network.

The objective of PTP deployment is simple: by exchanging timestamps, the slave clock can determine its offset from the grandmaster clock and thus adjust itself. This provides frequency and phase synchronization through packet distribution.

Figure 1. PTP network

PTP USE CASES

PTP is a packet-based technology. As the synchronization packets used by PTP are forwarded throughout the network between the grandmaster and hosts, they are subject to delay (latency), delay variation (packet jitter) and frame loss. Despite applying high priority to synchronization flows, synchronization packets will still experience congestion as well as routing and forwarding issues (e.g., out-of-sequence packets and route flaps). The host clock's holdover circuit must be stable enough to maintain synchronization in the event that synchronization packets experience these network events.

In addition to testing packet metrics to make sure they meet the service level agreement (SLA), in some cases, it may also be critical to validate the frequency measurements of the sync signal. A few use cases are detailed herein. Table 1 summarizes the different synchronization testing applications.

Service Turn-Up	When	Who	Tests	Duration	Product
Ethernet backhaul and PTP client turn-up	*Performed every time a tower is put to service*	*Field technician*	*- EtherSAM (Y.1564) - PDV, GL measurements - Client emulation*	*30 minutes to 1 hour*	*NetBlazer Series*
Sync network installation	*Performed when a sync network is being deployed or when a new grandmaster is added*	*Network engineer*	*- Wander measurements - Dir. PDV, offset - Slave/client emulation*	*24 to 48 hours*	*SyncWatch ITO*
Troubleshooting					
Basic troubleshooting	*Packet metrics issues/defective slave client*	*Field technician*	*- EtherSAM (Y.1564) - PDV, GL measurements - Client emulation*		*NetBlazer Series*
Advanced troubleshooting	*Incorrect clock output/defective grandmaster*	*Network engineer*	*- TIE, MTIE - Dir. PDV, offset - Slave/client emulation*		*SyncWatch ITO*

Table 1. Synchronization applications

EXFO | Assessing Next-Gen Networks

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Know Your Customers, Keep Your Customers: Five Key Benefits of Using Automated Surveys to Gauge Customer Satisfaction

CSG International | September 2011

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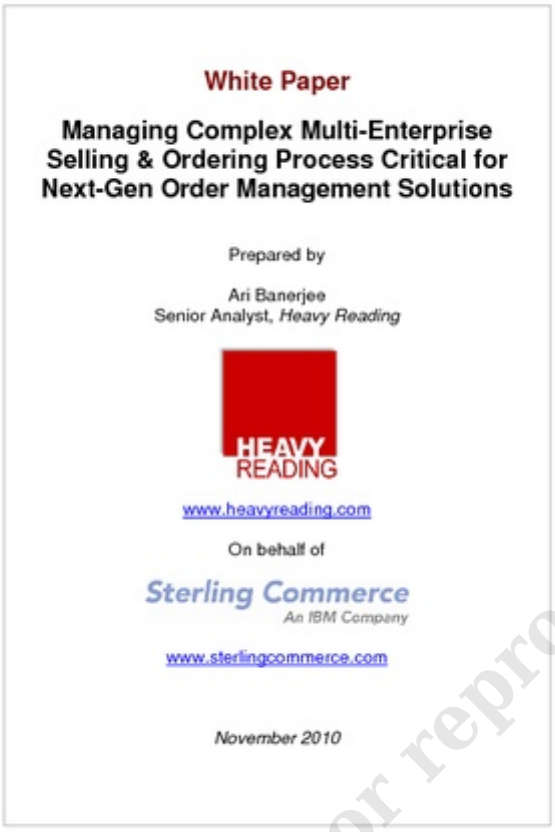

White Paper

Managing Complex Multi-Enterprise Selling & Ordering Process Critical for Next-Gen Order Management Solutions

Prepared by

Ari Banerjee
Senior Analyst, *Heavy Reading*

HEAVY READING

www.heavyreading.com

On behalf of

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November 2010

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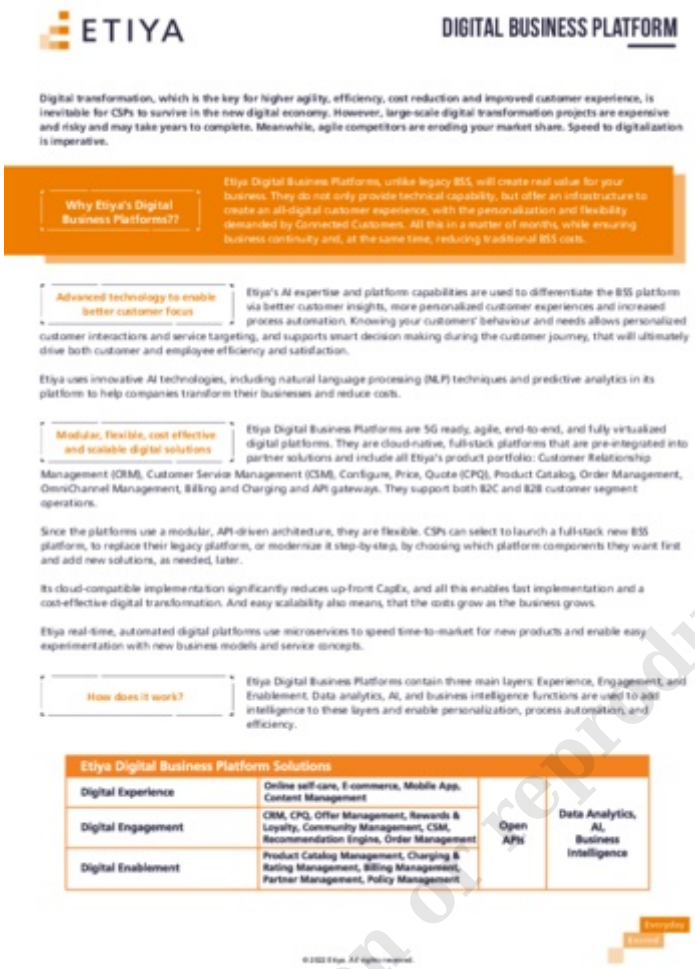

ETIYA

DIGITAL BUSINESS PLATFORM

Digital transformation, which is the key for higher agility, efficiency, cost reduction and improved customer experience, is inevitable for CSPs to survive in the new digital economy. However, large-scale digital transformation projects are expensive and risky and may take years to complete. Meanwhile, agile competitors are eroding your market share. Speed to digitalization is imperative.

Why Etiya's Digital Business Platforms??

Etiya Digital Business Platforms, unlike legacy BSS, will create real value for your business. They do not only provide technical capability, but offer an infrastructure to create an all-digital customer experience, with the personalization and flexibility demanded by Connected Customers. All this in a matter of months, while ensuring business continuity and, at the same time, reducing traditional BSS costs.

Advanced technology to enable better customer focus

Etiya's AI expertise and platform capabilities are used to differentiate the BSS platform via better customer insights, more personalized customer experiences and increased process automation. Knowing your customers' behaviour and needs allows personalized customer interactions and service targeting, and supports smart decision making during the customer journey, that will ultimately drive both customer and employee efficiency and satisfaction.

Etiya uses innovative AI technologies, including natural language processing (NLP) techniques and predictive analytics in its platform to help companies transform their businesses and reduce costs.

Modular, flexible, cost effective and scalable digital solutions

Etiya Digital Business Platforms are 5G ready, agile, end-to-end, and fully virtualized digital platforms. They are cloud-native, full-stack platforms that are pre-integrated into partner solutions and include all Etiya's product portfolio: Customer Relationship Management (CRM), Customer Service Management (CSM), Configure, Price, Quote (CPQ), Product Catalog, Order Management, OmniChannel Management, Billing and Charging and API gateways. They support both B2C and B2B customer segment operations.

Since the platforms use a modular, API-driven architecture, they are flexible. CSPs can select to launch a full-stack new BSS platform, to replace their legacy platform, or modernize it step-by-step, by choosing which platform components they want first and add new solutions, as needed, later.

Its cloud-compatible implementation significantly reduces up-front CapEx, and all this enables fast implementation and a cost-effective digital transformation. And easy scalability also means, that the costs grow as the business grows.

Etiya real-time, automated digital platforms use microservices to speed time-to-market for new products and enable easy experimentation with new business models and service concepts.

How does it work?

Etiya Digital Business Platforms contain three main layers: Experience, Engagement, and Enablement. Data analytics, AI, and business intelligence functions are used to add intelligence to these layers and enable personalization, process automation, and efficiency.

Case Studies

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Telia Carrier

IS YOUR GLOBAL WAN DEVOPS FRIENDLY?

SD-WAN: USE CASE

TELIA CARRIER'S SD-WAN SERVICE HELPS DRIVE NETWORK AGILITY AND CONTINUITY TO SUPPORT THE ENTERPRISE ADOPTION OF DEVOPS.

ENTERPRISE DEVOPS

Enterprise DevOps journeys are diverse. Some journeys start due to existential risks, some due to a significant need to cut costs, and others begin with big investments to unlock new business opportunities. Whatever the reason, for large global enterprises, embracing DevOps is a transformative cultural technology journey, focused on agility and continuity of delivery.

SD-WAN: BOOST AGILITY

SD-WAN provides an opportunity for enterprises to build, control, and manage an intelligent overlay network for better integration with cloud and internet environments. Through application awareness, automated policy control, zero-touch provisioning, and other value-added services, enterprises can implement a modular and smart networking architecture to operate faster.

INTERNET: GUARANTEE CONTINUITY

Modern enterprises should build internet-scale operations and manage distributed, globally accessible applications and cloud services that are critical to the DevOps flow and set of practices based on continuous experimentation and feedback loops. Telia Carrier's SD-WAN service will help enterprises avoid persistent internet underlay problems. We offer a choice of internet access services that provide high-bandwidth, dedicated connections to reach specific sites, applications, and cloud services around the world.

THE OVERLAY AND UNDERLAY: A FUNCTIONAL BOND

A sustainable alignment between the internet underlay and the intelligent SD-WAN overlay will bear the potential to optimize network stability and performance while scaling flexibility for DevOps deployments.

Data generated by DevOps pipelines can traverse our internet backbone network with fewer hops compared to other internet service providers. We directly connect more than 99% of the global internet routing table, making us the world's best-connected internet backbone network.

PARTNERSHIP: CULTURAL FIT

Technology partnerships are critical for building the right DevOps environment. We understand that enterprises expect flexibility, responsiveness, and expertise from us. We ensure customers are always close to the technology of SD-WAN with no unnecessary layering in between.

We help accelerate DevOps journeys with better internet access and a structured tiered on-boarding process to help customers deploy a functioning SD-WAN solution and experience a multitude of benefits.

TOP 3 DEVOPS NEEDS

TEST ENVIRONMENTS

Using zero-touch provisioning DevOps can have a new secure connection for testing environments within minutes.

CI/CD PIPELINE

Deploy applications in minutes, on any platform, with consistent user experience.

AUTOMATION

Automation of manual networking tasks helps DevOps on their own automation journey.

VISIT OUR WEBSITE FOR MORE INFORMATION ON OUR SD-WAN SERVICE

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Rich Media & Communications Consulting

A Communications Industry Whitepaper

MAY 2010

ASSURING NETWORK BUILD INTEGRITY IN NEXT GEN NETWORKS

Reducing Management Costs and Speeding Rollouts for New Networks

An Independent analysis published on behalf of:

Nakina Systems

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Network Integrity Controller

Set sail with total visibility of your network — and the journey ahead. Our Network Integrity Controller automates software audits of network devices in multi-technology, multi-vendor environments.

Check your gear regularly

As service providers build out new networks that provide new services — such as VOIP, video, and other high-bandwidth offerings — an accurate picture of the network can mean the difference between rolling out new services on-time, or losing a market opportunity to a competitor. In today's environment, network managers are facing a conundrum: more traffic, more services, and more complexity have to be delivered with fewer people, fewer errors, and fewer outages.

Network integrity is the key to making sure that your gear will get you where you want to go. In spite of quantum leaps in network architecture and technology, maintaining configuration integrity has remained a manual, time-consuming, and error-prone craft. Design standards for device configuration to support VOIP, a new wireless data app, or an Ethernet backhaul service may be painstakingly developed in the lab, but actual implementation in the field drifts rapidly through error repair, replacement, and provisioning processes.

Use accurate maps

The only way to achieve consistent network integrity improvement, in spite of the opposing forces of network expansion and operations resource contraction, is to automate the quality feedback loop of network audit, discrepancy check, and gold standard maintenance. Nakina's Network Integrity Controller is designed to show exactly which equipment is present; ensures that the firmware, patches and operating systems that run the equipment are correct and up-to-date; and that all software parameters are set as intended.

Set sail with confidence

Most network outages are like navigation errors — they are the result of human error. The Network Integrity Controller minimizes the risk of outages by reducing inadvertent errors through sophisticated online auditing and parameter checking. It can scale to support the auditing of thousands of parameters in hundreds of thousands of network elements and network-attached servers. Because it is automated, and works in any environment — LTE, Ethernet, Fiber, IMS, or other — with equipment from a wide range of vendors, the Network Integrity Controller streamlines tedious spreadsheet maintenance with automated table and report creation. With the data generated by the Nakina Systems solution, you can bring services to market faster, reduce outages as these services scale, and realize significant cost savings.

Key Functions

Nakina Systems' Network Integrity Controller automates the most tedious and error-prone part of your job — maintaining network integrity. 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.

Data Import
- Store gold standard data in a common baseline data repository
- Import data or manage the life cycle of the gold standard input

Data Collection
- Extract real-time settings from networks

Audit
- Compare planning tool reports or templates to live network view, using specified tolerance criteria
- Display and report discrepancies
- Provide notification of any service-affecting change

Parameter Baselining
- Create hierarchical templates of parameters based on groupings
- Compare and commit settings across a network

NE Resource Audit
- Select by NE or group of NEs
- Customize and filter output

Reconcile and Configure
- Apply/override network view with planning tool data
- Configure specific parameters on specific elements
- Re-audit to confirm changes

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Sigma Systems and NDS

Orchestrating New and Unified Entertainment Experiences

Upgrading traditional offerings and deploying new hybrid/IP platforms are an increasing focus as service providers look to evolve to offer a truly personalized video entertainment experience to subscribers – anytime, anywhere and on any device. Sigma Systems and NDS have developed an integration partnership to help service providers achieve this goal by provisioning and delivering advanced video and entertainment services that attract subscribers and generate new revenue.

One Managed View of Video Access Entitlements

Critical to the success of leveraging the NDS solution portfolio for advanced TV/video services is the ability to seamlessly enable customers to access and view premium content. Sigma Systems' provides the service orchestration for the necessary authorizations, entitlements and provisioning of NDS systems for subscribers through a single OSS solution – managing video conditional access rights, entitlements for premium content, VOD, DVR/PVR and also provisioning IP set-tops and residential gateway devices.

TV Anywhere Authorized to Enable Multiple Devices

Subscribers are increasingly demanding anytime anywhere access to their premium content on multiple devices from their TV, personal computer, and personal tablets such as the Apple® iPad®. Sigma Systems provides comprehensive subscriber entitlements management, which is key in seamlessly delivering the multi-device, multi-room, TV anywhere entertainment experience to subscribers. Service providers benefit from service fulfillment that extends beyond subscriber service plans and profiles with a completely integrated view and management of users, devices, and cloud-application entitlements.

Effectively Migrate Subscribers from Standard to Premium Entertainment Packages

Delivering new entertainment experiences to subscribers doesn't have to involve an immediate and costly video network evolution. Sigma Systems' empowers service providers to leverage existing video networks in order to move beyond linear for services such as digital TV, PPV, VOD, and DVR/PVR through support for next-generation IPTV IP video platforms, like NDS, on a single integrated OSS service management platform. This co-existent service fulfillment environment manages the provisioning and activation of all enhanced entertainment services, helping service providers to launch new premium video services and bundled packages that drive new revenue and reduce customer churn.

SIGMA SYSTEMS

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COMARCH

WHITE PAPER

The Business Potential of NFV/SDN for Telecoms

How a Network as a Distributed Cloud can Reshape Itself to Better Serve Customer Applications

What will you learn

- What are the potential benefits of implementing Network Function Virtualization (NFV) and software-defined networking (SDN)?
- How to transform the (access) network towards a distributed cloud platform capable to reshape itself dynamically to better serve customer applications?
- How to run network functions and customer cloud applications on the same hardware?
- What are the benefits of colocating network functions and customer applications for improving customer experience?
- Why is it essential to implement control via policies in the NFV/SDN scenario?
- How does BSS/OSS support NFV and why should OSS work in real-time?

Network Function Virtualization (NFV) appears to be a very promising, yet very disruptive, technology. At its simplest, NFV is about decoupling software from hardware and enabling the implementation to run on a farm of commodity hardware. In other words, it means placing network functions (NF) in the cloud.

The Potential Benefits of NFV/SDN technology

From the perspective of network operators, the new technology entails the ability to become a real cloud provider in a new sense, where a network is no longer simply an access network to data centers. On the contrary, the network can become a cloud serving as a platform for customer applications, and it can dynamically reshape its architecture to meet customer needs. This revolution is possible thanks to combining NFV and software defined networking (SDN) technologies, which means that networks can adapt by being reprogrammed. Moreover, network nodes can also become part of distributed data centers that not only can host network functions, but also host applications. From the perspective of customers, this means that applications can be moved "closer to the customer," entailing lower latency and higher speed, thus leading to better customer experience.

The technology also promises to open the network to innovation from the software developer ecosystem. Instead of rigid networks that are difficult to adjust to different application needs, the network is to be programmable, ready for the era of the Internet of Things (IoT), where applications can have their own virtual networks programmed.

From the cost savings point of view, the liberation from dedicated (expensive) hardware in favor of commodity (cheap) hardware promises to reduce CAPEX (capital expenditure). Also, the idea of a purely software-based network reconfiguration should reduce OPEX (operational expenditure). This may not be that obvious if one of the goals is to make the network more dynamic, reshaped to meet the needs of applications and thus be much more complex to control, when a traditional approach to network management is taken.

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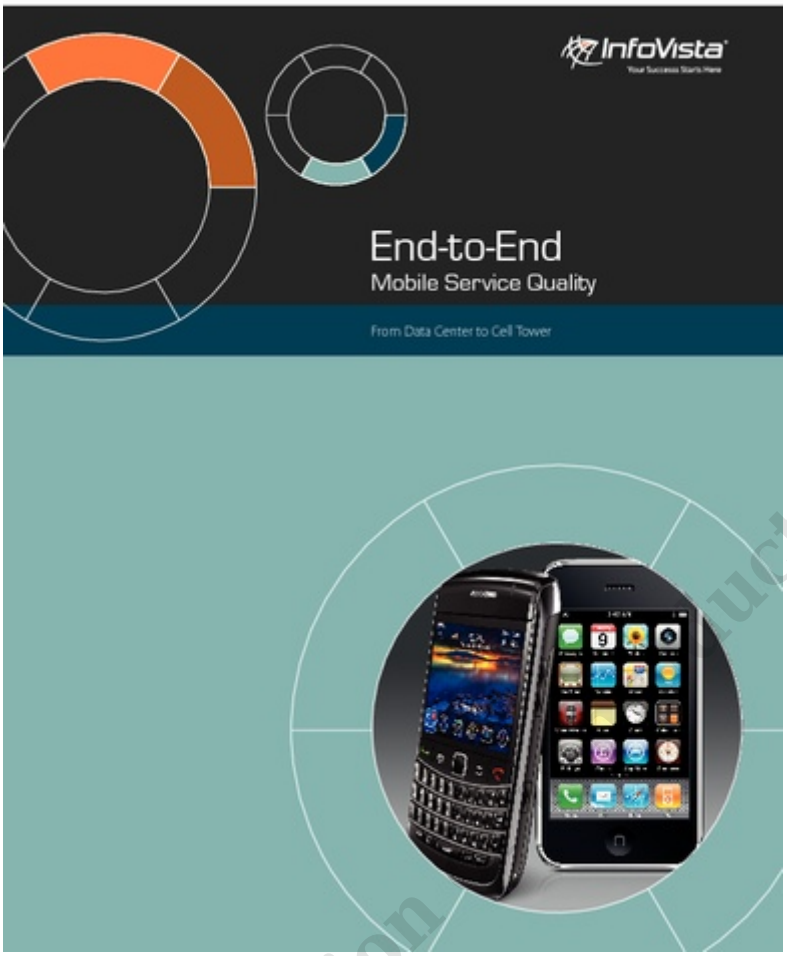

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