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A Dynamic Panel Discussion
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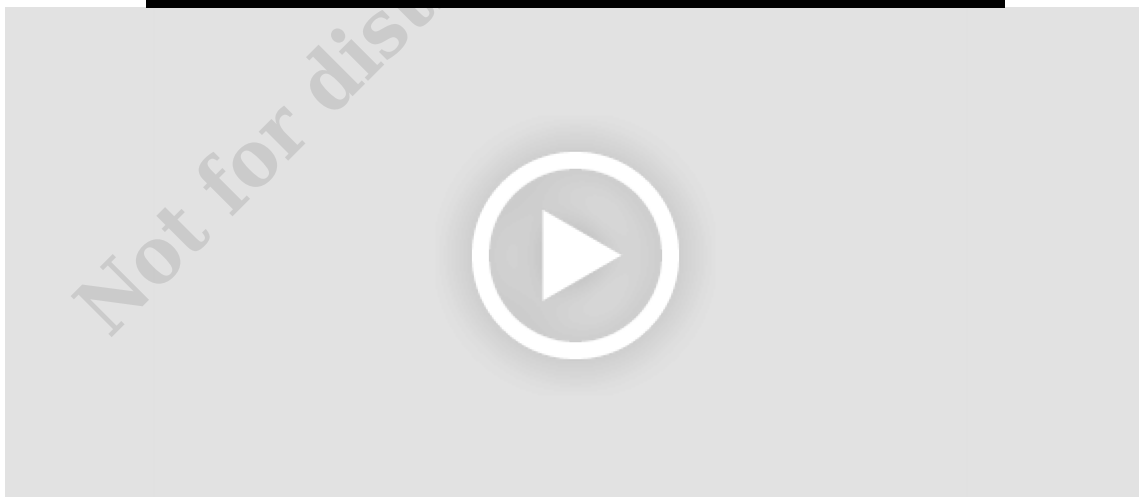
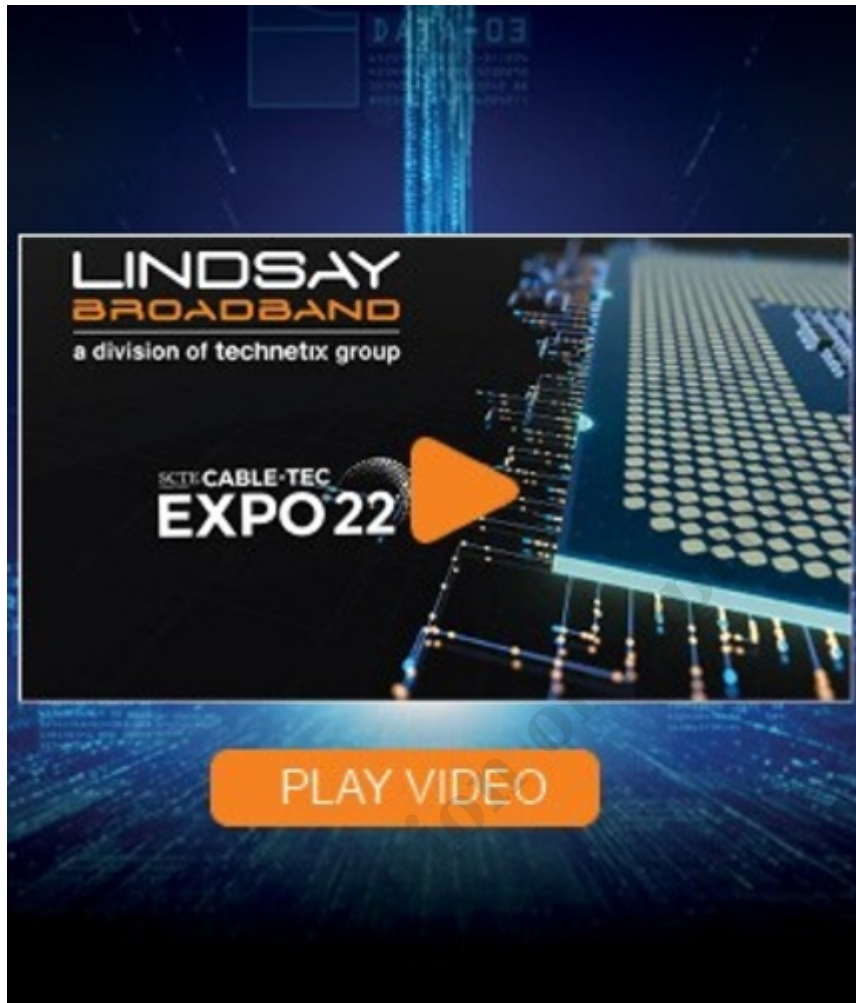
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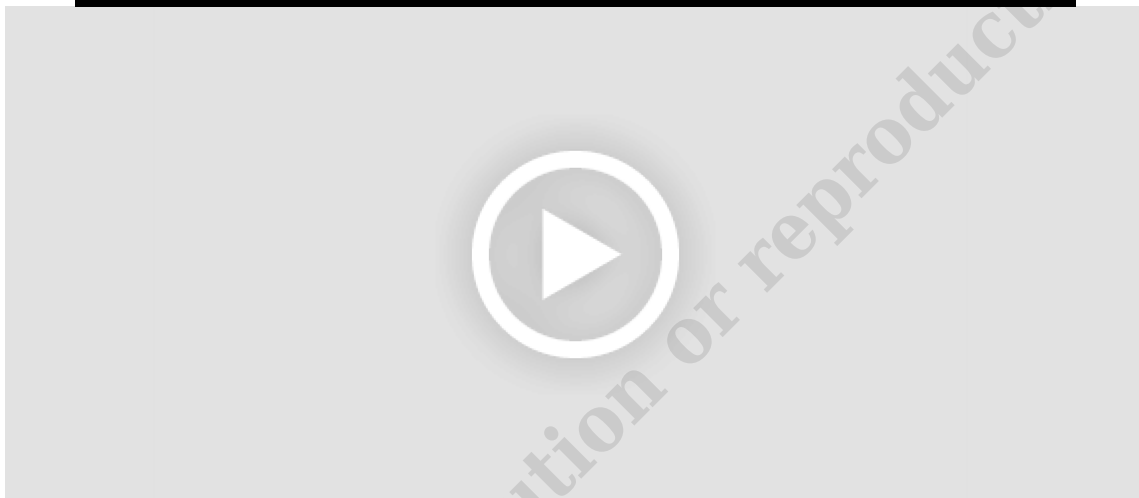
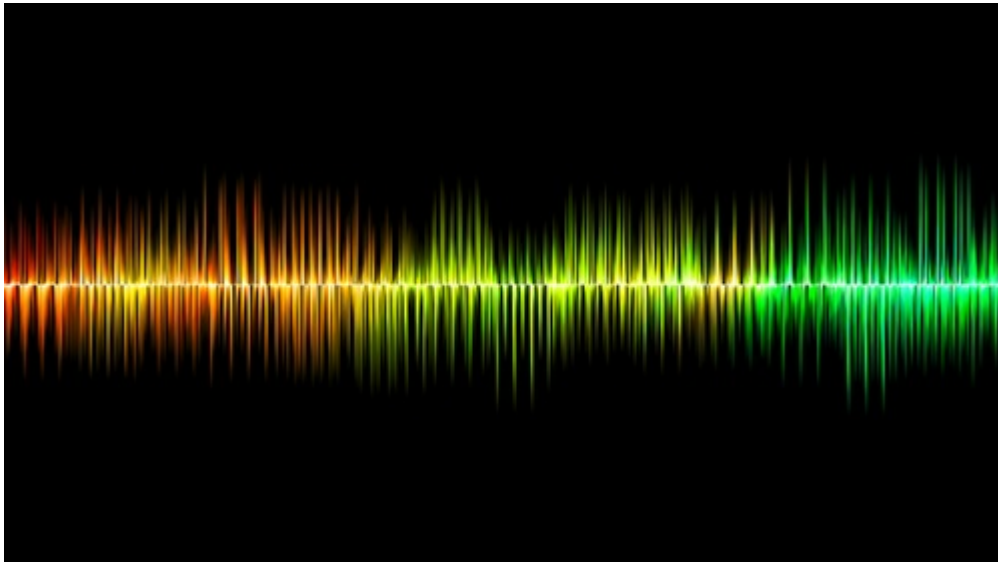
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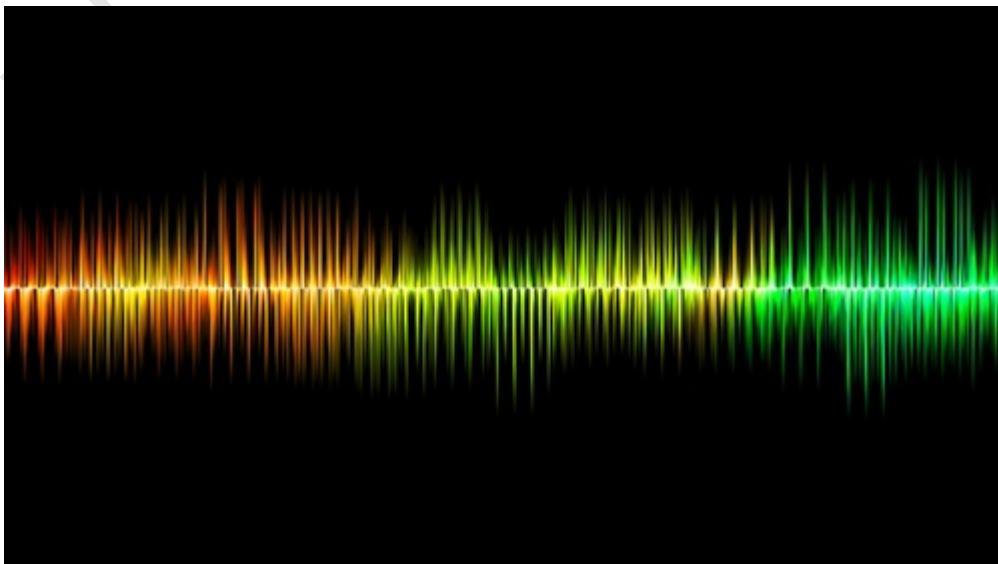
End-to-End Solutions for Broadband Networks

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.





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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The Impact of Transformation

*A Dynamic Panel Discussion Featuring
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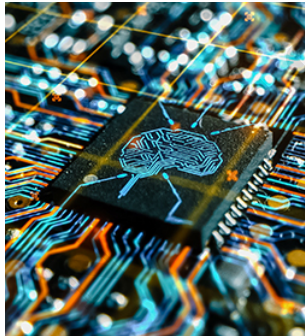
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Implementing a Scalable, Common Element Management System for Large Multi-Vendor Networks

Verizon Business and Nakina Systems Case Study

In 2005, Verizon Business, set out to build a state-of-the-art, ultra-long haul (ULH) transport network and converged packet access (CPA) network initially comprised of more than 20 different types of equipment from 10 different equipment vendors.

Service Delivery Challenges

In order to deliver a new service across multiple network equipment providers (NEP) devices and SONET/SDH, WDM, Ethernet, and IP/MPLS networking technologies, Verizon Business needed to integrate a complex set of networks and applications spanning up to thousands of network nodes.

Adding a new device type or application to this heterogeneous environment often required upgrading both hardware and software across the entire network. For a large scale networking environment, this can be an incredibly complex task since the new services need to be delivered via different NEP products and networking technologies.

The network initially comprised 20 different types of equipment from 10 different equipment vendors, spanning hundreds of thousands of network nodes.

Operations and Integration Challenges

Verizon Business used a mixture of operational and business support systems (OSS/BSS). These systems were deployed on unique platforms from different NEPs, operating with proprietary software applications and communications protocols.

NEP-provided EMSs tend to use proprietary OSS interfaces with varying levels of security and lacking the scalability needed by a large, global network operator.

Substantial system and software integration work was needed to make each EMS function sufficiently for the network operations personnel to manage the network. The effort to maintain multiple systems including hardware, element management systems (EMSs), testing and training could not be easily sustained to support the new services Verizon Business wanted to deliver.

The challenge facing Verizon is typical for a large, global communications service provider and can be summed up in a single word: complexity.





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A VODACOM CASE STUDY

CAPACITY ISSUES DRIVE MEDIATION SYSTEM REPLACEMENT



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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 platforms 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 APIs 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.

Etiya Digital Business Platform Solutions			
Digital Experience	Online self-care, E-commerce, Mobile App, Content Management	Open APIs	Data Analytics, AI, Business Intelligence
Digital Engagement	CRM, CPQ, Offer Management, Rewards & Loyalty, Community Management, CSM, Recommendation Engine, Order Management		
Digital Enablement	Product Catalog Management, Charging & Rating Management, Billing Management, Partner Management, Policy Management		



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NEXT GENERATION DATA CENTER STRATEGIES FOR SERVICE PROVIDERS

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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 entry, 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 "accounts-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 CSRs to solve client problems—improving quality of care and reduction in issue resolution time.

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CASE STUDY

Total Cost of Ownership for M2M Deployments: A Real-World Case Study

Opaque pricing and hidden costs from using traditional MNOs & MVNOs can lead to nearly 2x the TCO



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Technology for Service Providers.

How to Improve
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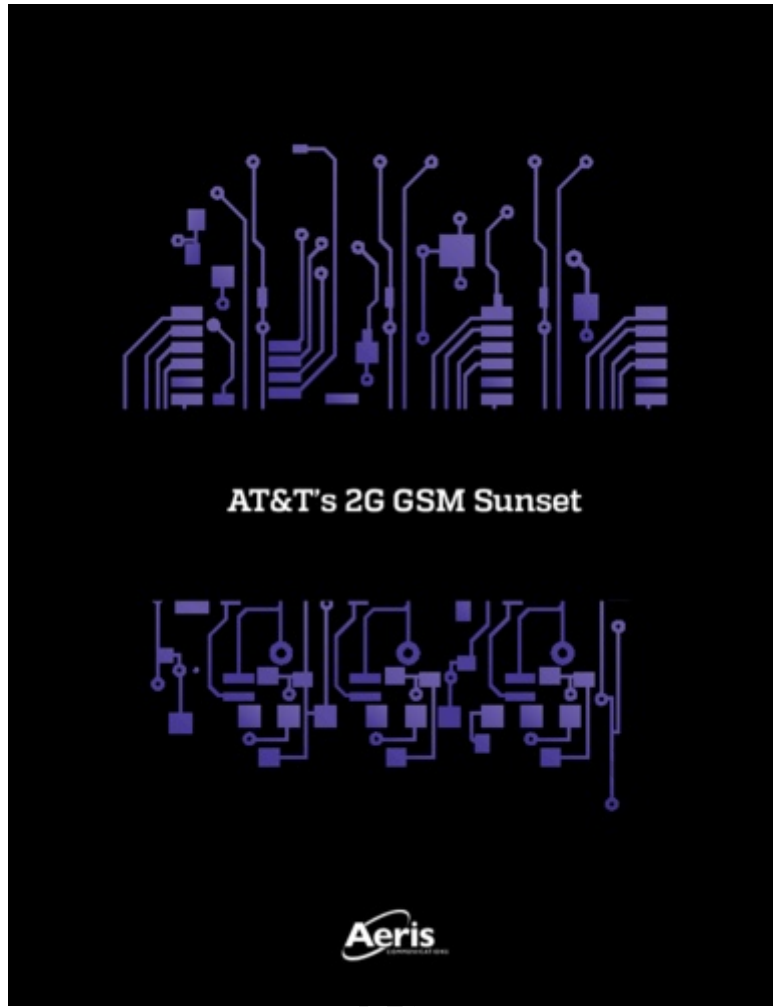
Customer Centric Marketing for the Telecommunications Industry

A strategic approach to marketing
for customer retention and business growth



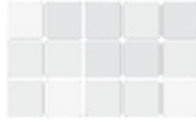
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The Cable Customer of the Future:
More Autonomous, Mobile & Personalized
3 Key Trends that will Dramatically Change the
Cable Industry Over the Next 5 Years
CSG International | May 2012

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Order-to-Cash Billing Services

Cycle30 provides a completely hosted platform for scalable and reliable converged billing. It includes convergent charging, rating and balance management for existing and emerging services across a variety of markets.

Unlike a traditional billing system you need to deploy, maintain and host yourself, the Cycle30 order-to-cash platform is ready today, so you can get to market quickly.

Order-to-Cash Services

Today's operator needs to focus on acquiring and retaining customers and delivering service. Your operations rely on accurate, timely revenue assurance.

From the moment of customer contact and order, the Cycle30 platform supports your operation by managing and accounting for the revenue associated with your products and services, all the way through invoicing, reconciliation and collections.

At the start of your interaction with customers, Cycle30 provides connections for core sales activities, such as channel sales and retail commission tracking.



CUSTOMER MANAGEMENT

Manage your customer interactions via integrated systems in the Cycle30 platform. The Cycle30 Customer Management suite enables the major account management functions below.

- Account Management
- Order Entry
- Credit Checking
- Bulk Ordering
- Contract Management
- Serviceability

SERVICE FULFILLMENT

Cycle30 provides pre-built workflows and integration to LMR the order upon completion.

- Order management
- Activation
- Inventory management
- Workforce management

BILLING AND REVENUE MANAGEMENT

The core of the Cycle30 platform ensures your revenue stream is completely covered, from customer credit workflows to invoicing and collections.

- Product catalog
- Invoicing & Mediation
- Rating & Pricing
- Post-Paid Billing
- EBR
- Billing
- Collections
- Invoicing
- Reconciliation
- Clearinghouse Reconciliation
- Financial Reporting

SERVICE ASSURANCE

Cycle30 service assurance helps you maintain your customer's service, diagnose issues, and ultimately drive revenue assurance.

- Trouble Management
- Troubleshooting Tools
- Usage Data Collection

BUSINESS INTELLIGENCE

Unlock the business intelligence inside your converged billing data, and better understand your customer's habits, trends, purchasing behavior and needs, all with an eye to focus your efforts.

- Data Quality
- Real-Time Data Warehouse
- Ad-Hoc Queries
- Financial, Operational, Marketing, Subscriber and Invoicing Reports

INTEGRATIONS

Cycle30 provides a large set of pre-set workflows and integrations to LMR orders upon completion. In addition, specific integrations can be customized beyond the integrations below.

- Business to Business
- Financial Reach
- Content Providers
- Point-to-Point
- API
- Other Third Parties

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03006



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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*An Excerpt - BRIDGING THE OSS/BSS GAP –
STRATEGIES FOR DYNAMIC ORDER MANAGEMENT
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Jeff Michelson - Vice President of Global Marketing,
Customer Analytics & Interaction,
Pitney Bowes Software



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Acumen CPQ™ Overview

Configurable CPQ built for the Digital Communications Service Provider.

Acumen CPQ is a powerful Product Catalogue and Configure, Price, Quote tool for Service Providers of all sizes – enabling an interface for both the Sales and Engineering teams, and the Enterprise Customer. It is an intuitive and easy-to-use shopping-cart style quotation tool that is rules and role driven for both sales teams and end-customers. It is fully configurable with a powerful admin section and comes with 30+ out of the box features.



Acumen CPQ™ | Core Capabilities & Features

Super Admin Capabilities	Core Features
<ul style="list-style-type: none"> • Products • Price Query • Reports • Product Configuration • Manage Roles and Workflow • Configure Generic SOF Parameters • Configure Supplier • Customer Association • Local Loop Margin/ Tax • Currency Conversion • Notes Configuration • Manage Widgets • Useful Information 	<ul style="list-style-type: none"> • Guided, shopping-cart style sales UI. • Configurable product catalog supporting wide range of telecom products. • Configurable products and rules to support non-standard pricing. • Meaningful role specific dashboards and reports. • Roles and permissions-based access to features. • Multi-currency support and currency conversion. • Accurate and customizable pricing. • Customer specific rate cards. • Configurable discounts that can be customized for individual user roles. • Quick quote generation. • Quotation version management. • User friendly UI with the ability to create quick copies/ clones of line items and quotes. • Extensive audit logs. • Get prices for multiple bandwidths and contract terms in a single click. • Quick quote comparison for option analysis - create multiple copies of quotes with minor differences. • Google maps based local loop pricing UI. • Country and vendor specific tax and margins for local loop pricing. • Third party vendor management. • Support of last mile pricing within the product database as well integration capability with third party providers. • Capability to host millions of local loop building lists and prices within the product database. • Real time margin analysis. • Automated and configurable pricing approval workflows. • Benchmarking data for competitive pricing. • Ability to present bundled prices in customer quotation. • Parent-child relationships in related products. • Sales funnel and quotation data reports, price query reports. • Third party supplier management module.



The Balancing Act of Mobile Workforce Management

FULFILLING MULTI-SERVICE OBJECTIVES
WITH PRIORITY-BASED OPTIMIZATION

A ViryaNet White Paper



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