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PIPELINE / VOLUME 20 / ISSUE 7

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WITH: **celona**

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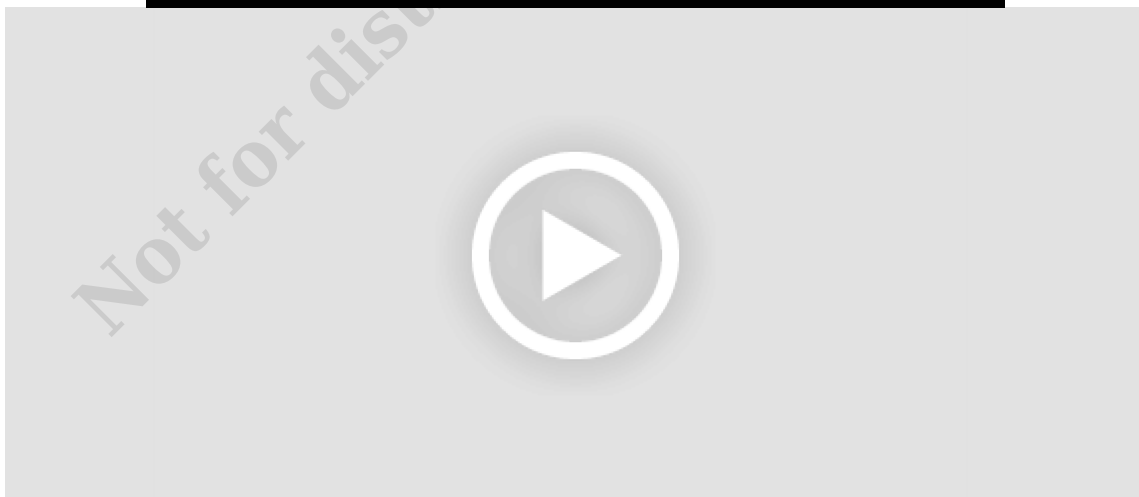
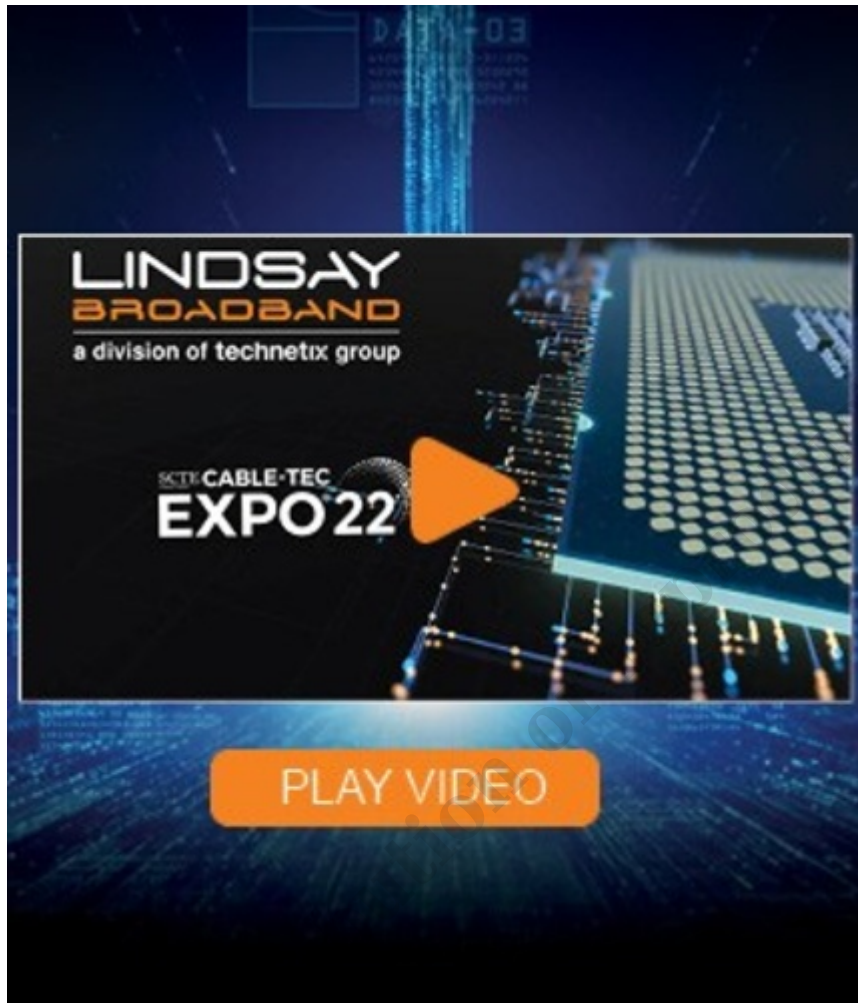
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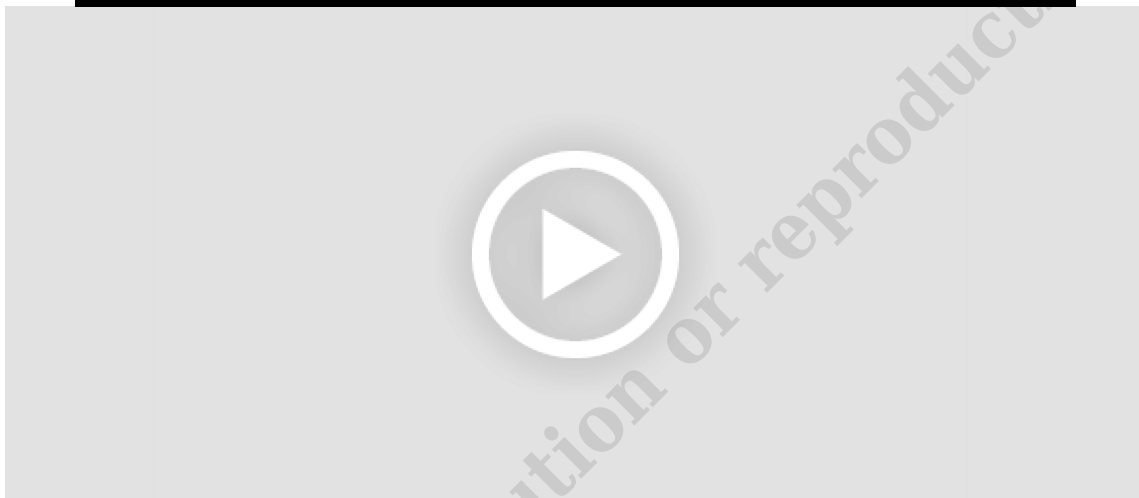
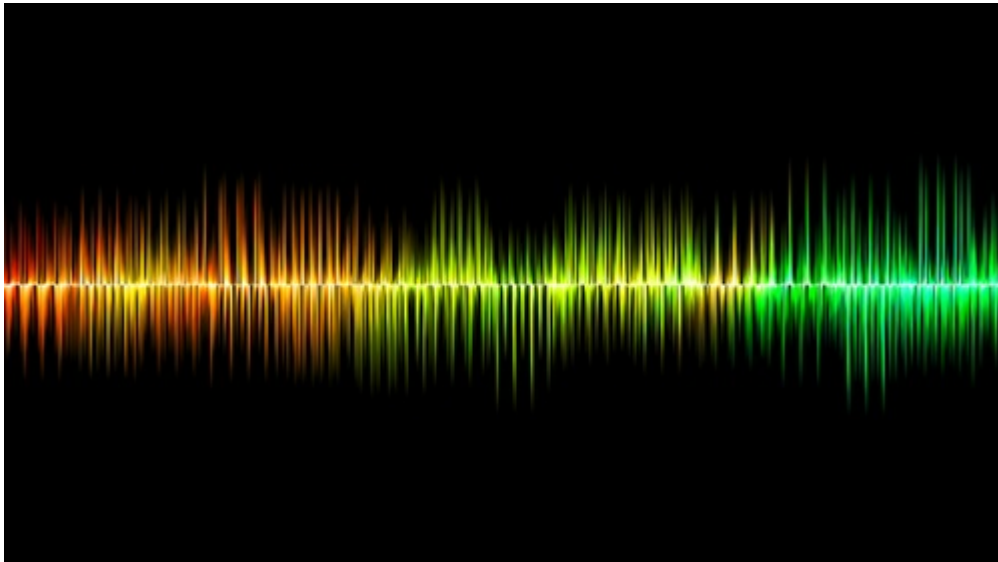
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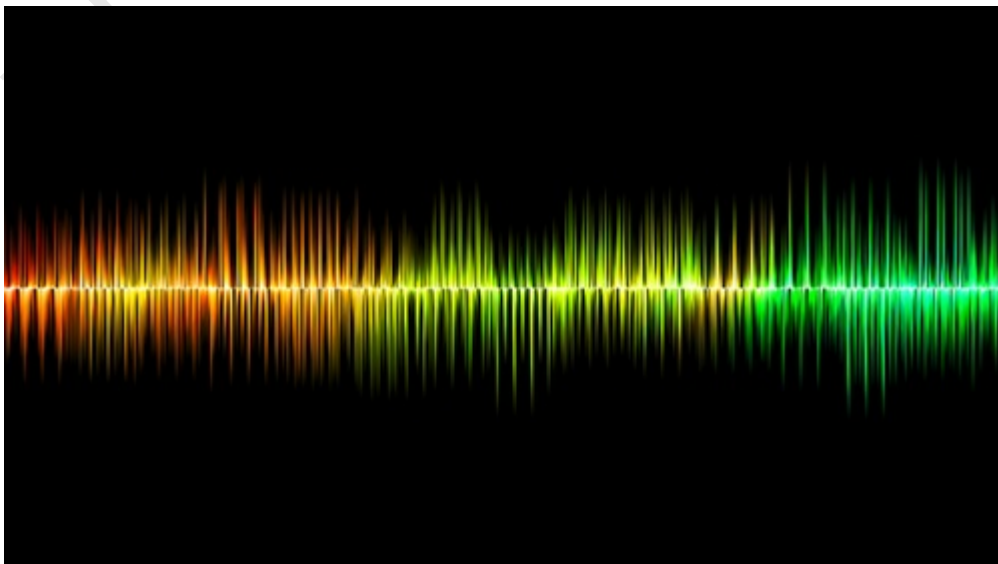
End-to-End Solutions for Broadband Networks

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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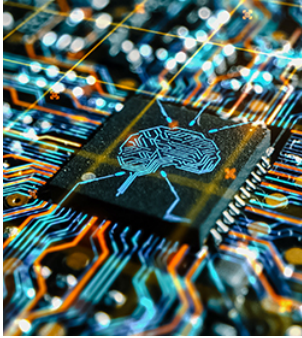


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Small-to-Medium sized Businesses (SMBs) are looking to leverage the latest technology in order to improve and efficiently grow their businesses. Many SMBs are now looking for Next Generation Operators (NGOs) who offer compelling, integrated business 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.



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Acumen360™ Foundational Platform

Digitize Operations & Enable New Revenue Streams



Acumen360 Overview

Acumen360 enables an end-to-end customer experience portal that provides a multi-dimensional view into on-demand services as well as traditional products, including hooks into all legacy systems. Enterprise and SMB users will have self-service activities at their fingertips, including service ordering, customer care, provisioning status, network visibility, billing, ticketing, reporting, and more. Acumen360 allows for a 360° view into the customer and the business, enabling an award-winning customer experience platform unique to the telecommunications industry.

Pains That Weigh Down Service Providers

- Lack 360-degree visibility into customer touchpoints
- Lack overall digitization & automation strategy
- Provisioning time is way too long
- Net Promoter Score continues to decline with CX
- Need to drive revenue from new services & solutions
- Internal teams lack time or skillset to innovate

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OCTOBER 2013

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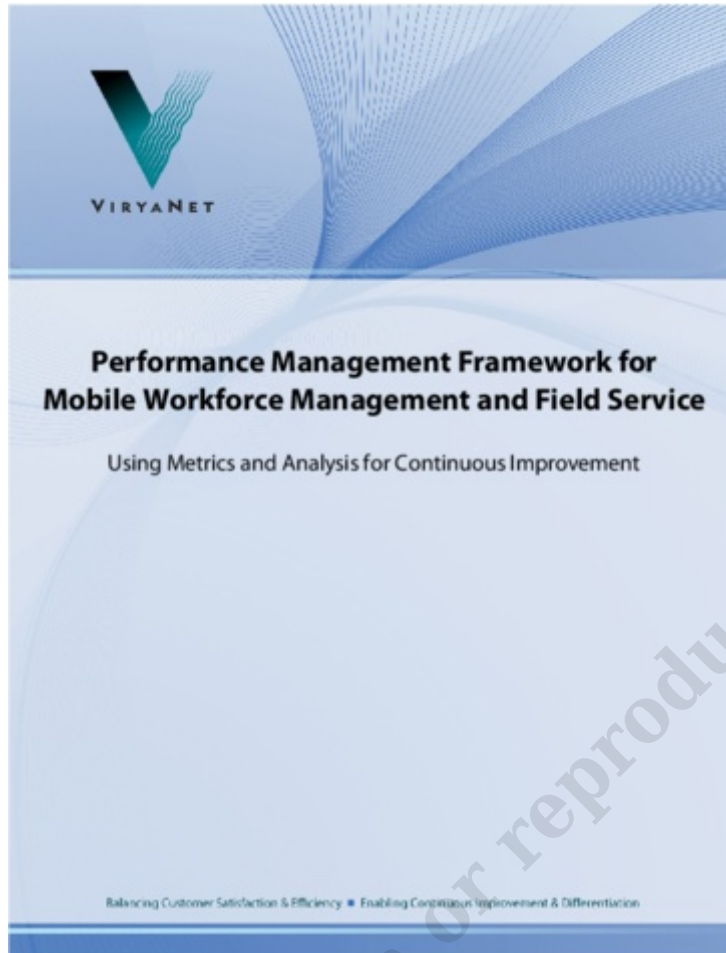


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Brochures



FSP 3000 OLS

A versatile and truly open line system

5G and cloud-based applications offer enterprises, carriers and service providers enormous potential for growth. However, this continuous and rapid change also creates the need for more network capacity and flexibility. It's essential to build today's networks on an open, flexible and scalable optical layer ready to accommodate evolving demand and innovation. Featuring a fully modular and open design, our FSP 3000 open line system (OLS) provides complete versatility and best performance in metro, core and data center interconnect (DCI) applications.

Truly open

Open disaggregated optical networking is one of the industry's hottest trends. By decoupling terminal functions from the line system, this approach offers complete flexibility to adopt the latest technology when and where needed. Our FSP 3000 OLS is truly open, allowing total freedom to evolve and optimize each network layer separately. Network operators can leverage and expand their infrastructure at any time with the technology of their choice. What's more, with open and standard interfaces, our FSP 3000 OLS easily integrates into software-controlled networks.

Build your own OLS

Our FSP 3000 OLS empowers network operators to create the solution that meets their exact requirements. With a modular architecture, multiple amplification and multiplexing options, and different chassis sizes, our FSP 3000 OLS enables customized solutions. Operators can simply mix and match the optimum filters and amplifiers and pack them into the best-fitting shelf. This makes our FSP 3000 OLS ideal for any type of network infrastructure.

Future-proof investment

Coherent modulation schemes are becoming increasingly diverse to maximize transport network capacity and minimize the cost-per-bit of transport. Flexible terminals with variable modulation formats and baud rates enable higher capacity-per-ohm. The ultimate network performance relies also on line system capabilities, and that's why open line systems have increasingly become important strategic assets. With a combination of high-performance features, our FSP 3000 OLS transports any coherent modulation format as well as all varying signal baud rates with best performance. The high-resolution frequency grid and modular architecture of our ROADMs guarantee a future-proof OLS that can scale and accommodate any modulation format and baud rate. What's more, our FSP 3000 OLS provides a new level of flexibility with configurations able to support direct detect technologies.

Your benefits

- ▶ **Open hardware**
No technology or vendor lock-in; successfully tested in multi-vendor environments
- ▶ **Open programmable interfaces**
Easy integration into software-defined networks with open, programmatic APIs
- ▶ **For any type of network infrastructure**
Modular design with multiple amplifiers and filter options to meet your exact requirements
- ▶ **Purpose-built components**
Amplifiers and filter options engineered for metro, core and DCI-specific demands, and optimum transport of latest innovation, e.g., 40GZR and high baud rates
- ▶ **Visualization and control**
Comprehensive monitoring and diagnostic tools, spectrum visualization and fiber surveillance
- ▶ **Eco design**
High-density design with low power consumption
- ▶ **Flexible footprint**
Chassis sizes from 1RU to 12RU, ETSI / data center rack, AC/DC power options



Reports



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NEXT GENERATION DATA CENTER STRATEGIES FOR SERVICE PROVIDERS

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Brochures

Sigma Systems and TiVo

Orchestrating New and Enhanced Entertainment Experiences

As consumer demands for a more personalized video entertainment experience continue to skyrocket, service providers are seeking new ways to remain competitive and seamlessly deliver over-the-top (OTT) content to subscribers. Today, Sigma Systems and TiVo have developed an integration partnership to help service providers achieve this goal by embracing and provisioning the TiVo video platform as a part of their bundled service offerings.

One Managed View of Video Access Entitlements

Critical to the success of offering a service like TiVo to customers is the ability to seamlessly enable them to access and view subscribed content from the TiVo device. Sigma Systems provides the service orchestration for the necessary authorizations, entitlements and provisioning of the TiVo service for subscribers through a single OSS solution – an essential element to delivering both on-network and 3rd party content and entertainment services. Subscribers receive the content they want, while service providers maintain customer satisfaction.

Provision and Manage Premium Video Service Products & 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 IP video platforms, like TiVo, on a single integrated OSS service management platform. This co-existent service fulfillment environment manages the provisioning and activation of all video services, helping service providers to launch new premium video services and bundled packages that drive new revenue and reduce customer churn. In addition to viewing premium video and entertainment services offered by TiVo, service providers can also integrate with and deliver existing video products on the TiVo set-top box.

Effectively Manage the Entire Video Delivery Chain

Sigma Systems is the only OSS vendor today that has created a TiVo solution adaptor. With this unique solution adaptor, we have extended our video service fulfillment expertise beyond linear TV by enabling the support, integration, and provisioning of the TiVo service. Our single, integrated OSS solution seamlessly provides order management, provisioning and entitlement management across all technologies and systems. This single integrated solution manages the entire value chain of the TiVo service delivery value chain for the subscriber, network, device and content from the cloud.



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Turning call centers into profit centers through the power of real-time decisioning

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COMMUNICATIONS

Jeff Michelson - Vice President of Global Marketing,
Customer Analytics & Interaction,
Pitney Bowes Software



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TOP TEN PREDICTIONS FOR THE TELECOMMUNICATIONS
INDUSTRY IN 2011**For B/OSS, Managing the Manager is #1, says Progress Software**

Progress Software Corporation (NASDAQ: PRGS), a leading software provider that enables companies to be operationally responsive, predicts that telecommunications service providers will increasingly be able to detect technology problems that might affect customers, solving them before the customers even know they exist.

Sanjay Kumar, Industry Vice President for Communications and Media at Progress Software, said, "The telecommunications field is very competitive, and service providers have to do what they can to differentiate their offerings. Solving problems before they happen goes a long way toward managing the customer experience." The firm also predicts that mobile service providers will have to build stronger relationships with customers, mainly by providing unique offerings to grab and hold their attention.

Progress Software's Telecommunications predictions for 2011:

1. **For B/OSS, managing the manager is key.** Traditional business and operational support systems (B/OSS) will require systems to manage the systems. Most service providers have invested so much in their B/OSS infrastructure assets that they cannot be easily replaced and need an adapted layer to respond to real-time business demands and reenergize the existing B/OSS infrastructure's value.
2. **You will predict problems before they come to light.** Telco service providers will be able to predict when there is a potential issue that will affect customers—and correct it before it happens. The pre-emptive correction of problems before the customer knows they exist will become a key factor in differentiating service providers and improving the customer's level of service.
3. **Loyalty program.** Mobile service providers facing mounting competitive forces will have to build stronger relationships with their customers. They will need to provide customers with unique, interactive experiences to build stronger loyalty by tapping into customer call patterns and locations, correlating with customer preferences and providing value-added services to customize each customer's experience in a unique way.
4. **Partly cloudy.** As communication service providers head for the cloud, they will struggle with data interoperability between cloud and non-cloud environments. Operators will need advanced data transformation and adaptive technologies to take full advantage of cloud-based applications.
5. **Mind the gap.** Operators will be increasingly trapped in the gap between customer expectations for flexibility and speed, and the limitations in existing B/OSS infrastructure. This will drive demand for new business user toolsets to overlay B/OSS, enabling service providers to respond and deploy new solutions faster.

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A VODACOM CASE STUDY

CAPACITY ISSUES DRIVE MEDIATION SYSTEM REPLACEMENT



A Best Practices Framework for the Telecom Ecosystem

It is proposed to develop a best practices framework for the telecom ecosystem to boost investment in innovation and increase vendor diversity. The design and implementation of this framework should involve telecom operators, both large and small vendors, investors, government agencies and other relevant players.

Disclaimer

The recommendations presented in this paper are intended to seed industry discussion with the aim of gaining wide acceptance across the industry. We recognize that not all the recommendations may be supported by all players participating in the discussions. Our intent is to identify the most important areas to achieve meaningful change, and to work towards consensus on implementing them within an effective best practices framework for the telecom ecosystem.

Background

Telcos need significant innovation to address their key challenges of: generating new revenue streams, reducing the energy consumption of networks, managing complexity (which is different from reducing complexity) and making networks more robust to vendor failures, cyber-attacks and environmental extremes (e.g., floods, high temperatures, hurricanes). Current telco innovation and procurement practices, rather than encouraging the innovation they need, are unfortunately deterring it. Our international consultation with telecom vendors and industry stakeholders^{1,2} has identified key areas where telecom operators globally should improve their processes for engagement with the telecom ecosystem in order to encourage more investment in innovation more widely.

We organized a series of colloquiums with leading telecom industry veterans to consider the following questions:

- What does innovation mean in the context of the telecom industry?
- How can supply chain diversity be encouraged and supported?
- What are the barriers to innovation, and how can they be overcome?
- How can investment risk be reduced?

The discussions were held under Chatham House Rules to encourage candor and we followed this up with a series of published articles.^{3,4,5} This paper summarizes the recommendations which emerged from these discussions and is derived from our "code of conduct" proposal published in November 2020.⁶

Importance of Startups

Our recommendations are predicated on the assumption that the telecom ecosystem benefits when startups are motivated to invest in R&D and offer innovative new products. Large companies typically begin as startups but tend to become less innovative and less responsive to their market as they grow, making them vulnerable to disruption by more innovative and nimble new players. This creates a cycle of destruction and renewal which drives advancement in every field of human endeavor.⁷



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Warner-Fay Issues for IT Operations Management, 2012

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As a CEO or IT leader of a Healthcare company, you have a tri-fold charge:

- Ensure applications and IT services are delivered consistently and at the highest possible levels—because that's what the business and end users care most about.
- Fully understand and effectively manage your IT service delivery environment, so that service levels to the business can be met or exceeded, ongoing operational costs are minimized, and problems—when they occur—can be resolved rapidly with minimal impact.

CHALLENGES TO TRANSFORMING IT

Moving applications to the cloud makes service assurance anything but easy. Factors such as the dynamic nature of a virtual data center (VDC), the rapid pace of IT change, lack of operational visibility and insight, and ineffective problem management make providing service assurance more of a long-term goal than short-term reality for many IT leaders. They need answers to critical management questions, including:

- How can I ensure applications and IT services are delivered consistently and at the highest possible levels?
- How do I understand risk conditions and business impact so I can prioritize my team's actions?
- How do I monitor, isolate, report on, and prioritize fault and performance problems more effectively and efficiently?

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- Identify and Act

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Mobile Video Policy Control

Benefits at a glance

- Generate new revenue with mobile video services
- Create mobile video services tailored to specific customer segments
- Align revenue and network costs using dynamic policy controls

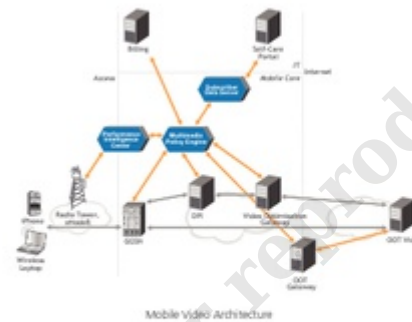


Business Requirement

There is no question that video is both popular and consumes more network resources than almost any other application. A look at current data points tells the story: YouTube has become the second largest search engine. Mobile video is predicted to grow 66-fold from 2009 to 2014 and consume 66 percent of all mobile bandwidth by 2014. Clearly, finding ways to mitigate the impact of mobile video on the network in a way that still meets consumers' demands is critical to the success of mobile operators.

Challenges

Previous network solutions for handling data services primarily centered on static service provisioning in which operators take a "one-size-fits-all" approach. However, with the advent of data-rich services like mobile video, that approach has a number of shortcomings. In fixed networks, geographical service demand can be accurately predicted and the network built out accordingly. However, mobile networks, by nature, enable movement, which makes it more difficult to predict geographical service demand and network build out. Moreover, operators are increasingly investigating and deploying tiered pricing plans, which offer end users a variety of service levels and options that go far beyond the "one-size-fits-all" static provisioning approach.



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