August 2024, Volume 20, Issue 10

FEATURED SPONSOR:

IBM.

Let's create → AI models to predict trends before they happen.

ibm.com

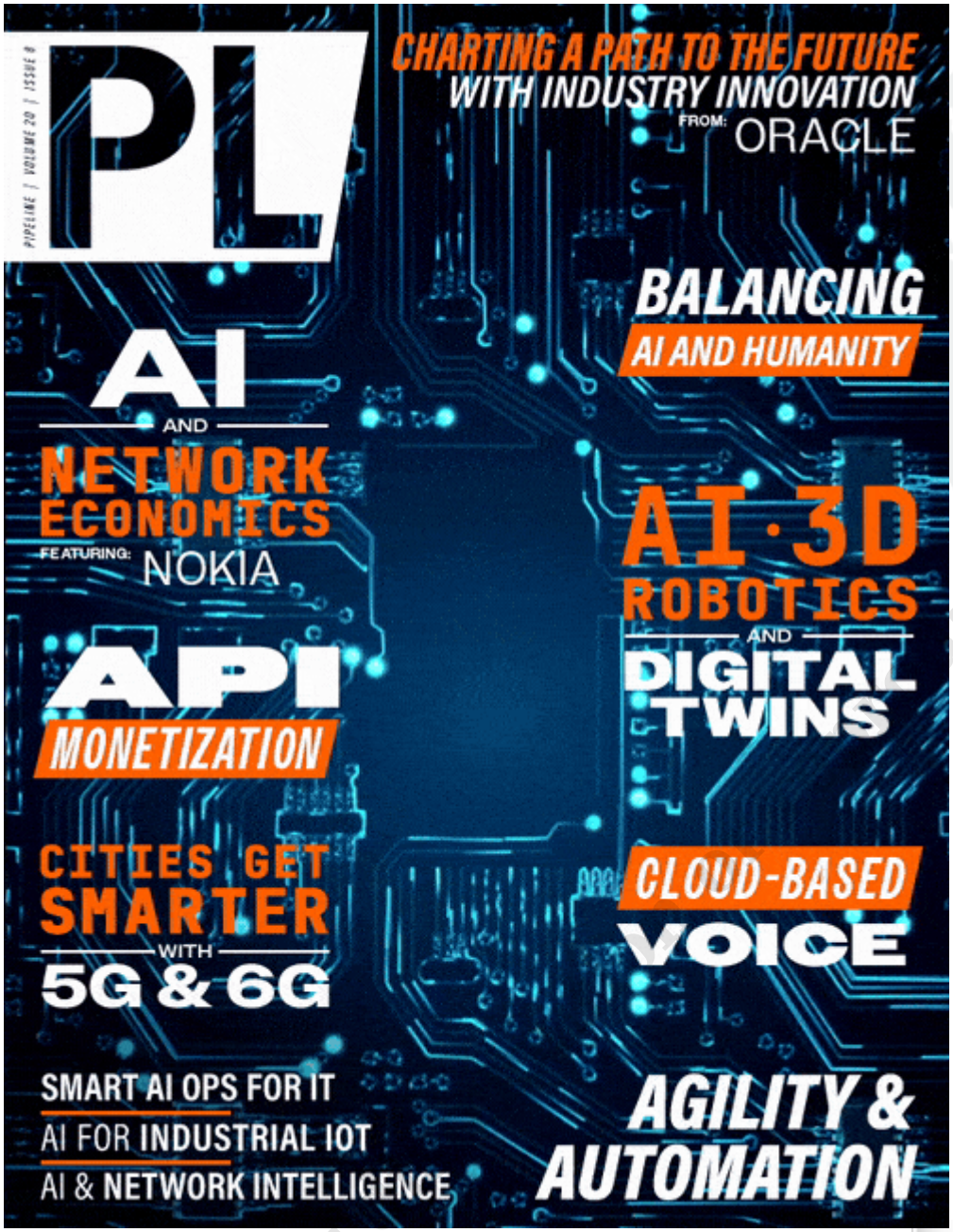
IN THIS ISSUE

Agile Industry Innovation
Balancing AI & Humanity
AI & Metro Edge Networks
API Monetization for Telecoms
AI & Immersive Reality
5G & 6G for Smart Cities
Cloud Agility for Voice Services
Mitigating AI Risks for Agile IT
Use Cases for AI in IIoT
AI for Network Management
Letter from the Editor
IT & Telecom Industry News
Article Index

DIGITAL GREEN PUBLISHER™

Not for distribution or reproduction

© Pipeline Publishing, L.L.C. All Rights Reserved.



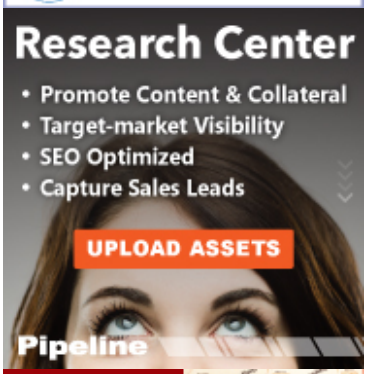
NEWSWIRE

Not for reproduction.

© Pipeline Publishing, L.L.C. All Rights Reserved.

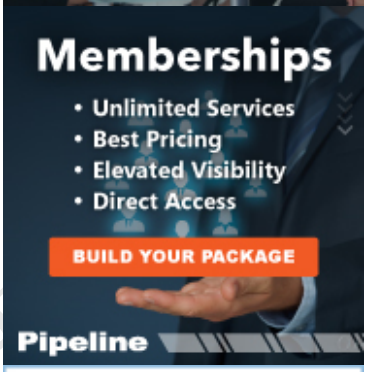
Not for distribution or reprod

LATEST UPDATES



© Pipeline Publishing, L.L.C. All Rights Reserved.

Not for distribution or reprod



© Pipeline Publishing, L.L.C. All Rights Reserved.

Not for distribution or reprod

CONNECT WITH US

Follow @PipelineWire

Back More

© Pipeline Publishing, L.L.C. All Rights Reserved.

Latest Issues

Not for distribution. Reproduction.

© Pipeline Publishing, L.L.C. All Rights Reserved.

Advertising Placements

Sponsor Articles and Issues

View More Issues

TRENDING NEWS

FCC Approves Final Rules To Support Wi-Fi Hotspots

Full Story>

AT&T to Open 100 Connected Learning Centers

Full Story>

HP Levels Up AI Leadership

Full Story>

Ericsson Partners With OPPO

Full Story>

Mimecast Unveils Human Risk Management Platform

Full Story>

Apica Provides Enhanced Data Pipeline Control

Full Story>

View More News

Not for distribution or reproduction.

© Pipeline Publishing, L.L.C. All Rights Reserved.

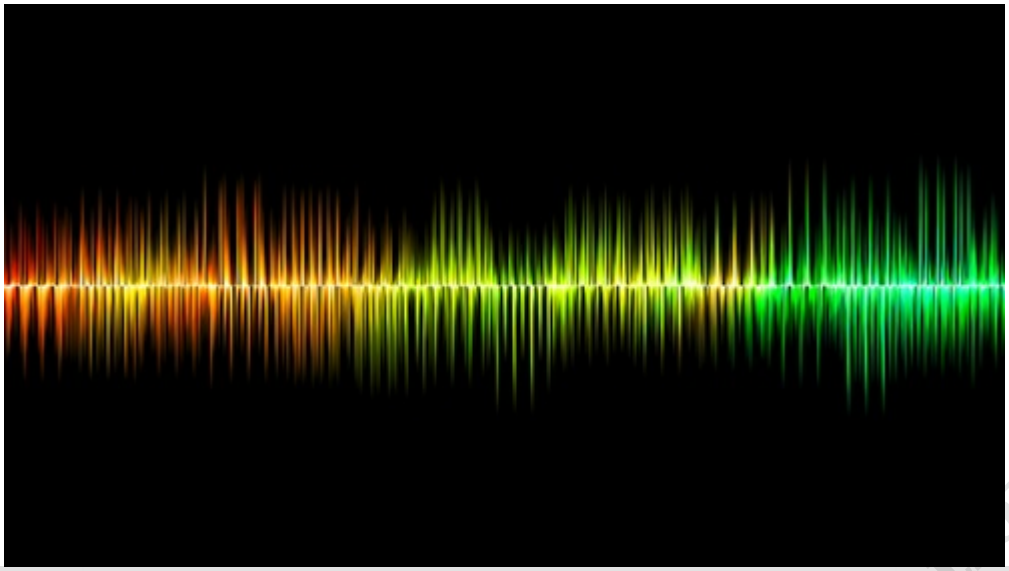
Featured Content

Not for distribution.

End-to-End Solutions for Broadband Networks

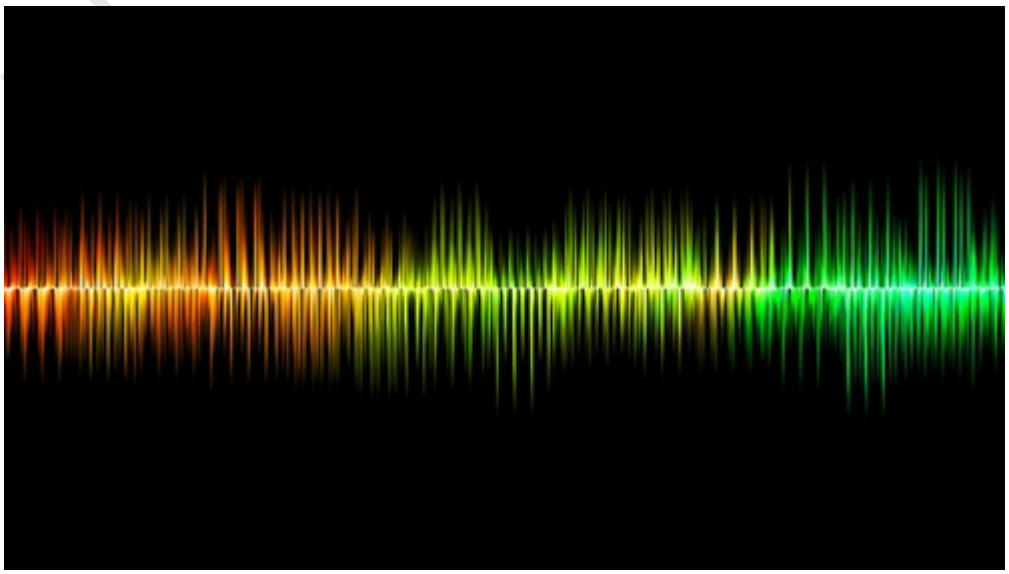
In case you missed Lindsay Broadband - a division of Technetix group at the SCTE Cable-Tec Expo, this video highlights the must-have, end-to-end solutions for your network.

© Pipeline Publishing, L.L.C. All Rights Reserved.



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.



© Pipeline Publishing, L.L.C. All Rights Reserved.

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.

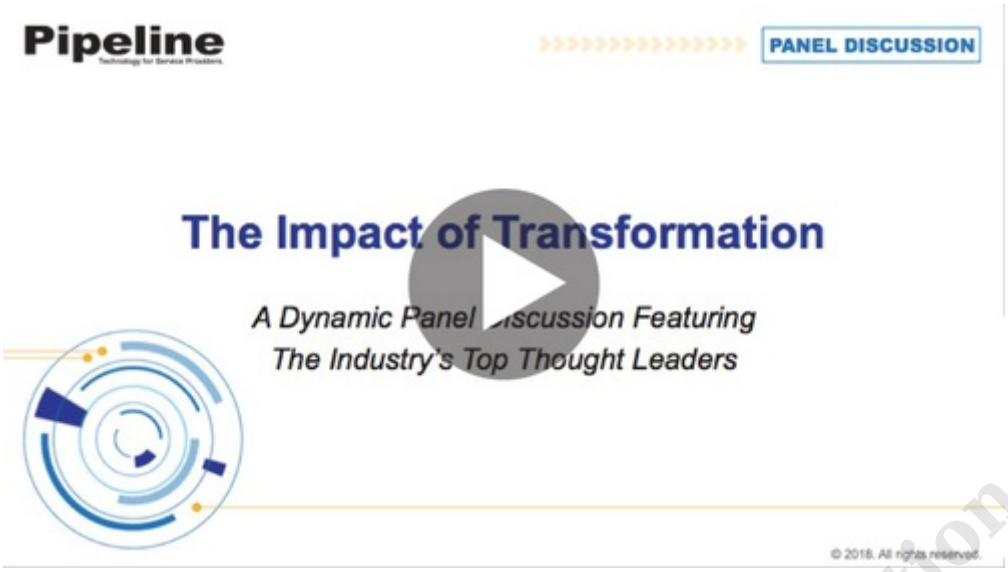
Request Video

View More Videos

Latest Webinars

Not for distribution or reproduction.

© Pipeline Publishing, L.L.C. All Rights Reserved.



Not for distribution or reproduction.

[Participate in Webinars](#)

[Join Next Webinar](#)

[View More Webinars](#)

© Pipeline Publishing, L.L.C. All Rights Reserved.

Latest Articles

Agile Industry Innovation

Order Article Reprint **Read More**

Balancing AI & Humanity

Order Article Reprint **Read More**

Not for distribution or reproduction.

© Pipeline Publishing, L.L.C. All Rights Reserved.

AI & Metro Edge Networks

Order Article Reprint **Read More**

API Monetization for Telecoms

Order Article Reprint **Read More**

Sponsor Articles

Advertising Placements

TRENDING ARTICLES

Not for distribution or reproduction.

© Pipeline Publishing, L.L.C. All Rights Reserved.

IT & Telecom Industry News

IT & Telecom Industry News

IoT Revolution & Industry 4.0

Intelligent IoT Gateways

Wireless Connectivity for IIoT

View More Articles

Not for distribution or reproduction.

© Pipeline Publishing, L.L.C. All Rights Reserved.

info@sevone.com | www.sevone.com

Not for distribution or reproduction.

© Pipeline Publishing, L.L.C. All Rights Reserved.

info@sevone.com | www.sevone.com

Not for distribution or reproduction.

© Pipeline Publishing, L.L.C. All Rights Reserved.

CASE STUDY: MULTI-CHANNEL CUSTOMER INTERACTIONS

csg INTERNATIONAL
accelerate business. anywhere.

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 inhouse 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 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 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
- Integration 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-cure 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-cure 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

csg1.com

© 2012 CSG Systems International, Inc. and/or its affiliates ("CSG"). All rights reserved.

Not for distribution or reproduction.

© Pipeline Publishing, L.L.C. All Rights Reserved.

NEW PARADIGM RESOURCES GROUP, INC.
30 South Michigan Avenue, Suite 700 • Chicago, IL 60603-3215
312.980.7848 • info@nprg.com • www.nprg.com

2010

THE LOW-LATENCY SERVICES MARKET:

Evaluating the Emerging Market Opportunity for Service Providers and Telecom Carriers

Federal Law (Title 17 of the United States Code) makes it unlawful to create or distribute copies (including electronic copies) of this Report or any portion thereof by any means and for any purpose without our express written permission. The penalties for each offense include a prison term of up to ten years, a civil penalty of up to $100,000, criminal fines of up to $500,000 ($250,000 for individuals), and payment of our attorney's fees and costs for enforcing our rights. We offer a reward of $2,000 for information that leads to the successful prosecution of copyright violators. If you would like additional reports or information, please call (312) 980-7848.

Not for distribution or reproduction.

SPIRIT COMMUNICATIONS

Switches to EMC Watch4net and reduces OPEX by 60%

ESSENTIALS

Challenges

- Customer contracts required robust SLA monitoring solution
- The legacy system (InfoVista) grew too expensive and difficult to maintain
- InfoVista was slow to deliver upgrades
- InfoVista's upgrade costs were comparable to purchasing an entire solution

Solution

- Watch4net was deployed in just a few days
- Watch4net is running in a virtualized environment
- Dedicated Oracle, Solaris resources are no longer required, resulting in cost savings

IT Improvements

- 60% reduction in cost-per-managed device
- 40% savings on collectors and additional modules
- Replaced Java JRE with fast AJAX/Web 2.0 front end
- Troubleshooting is simpler, faster due to Watch4net's streamlined architecture

Business Benefits

- Increased revenue from premium portal offerings
- Improved data retention (from 7 days to 7 months of "5-minute" data)
- Improved SLA metrics and more accurate billing from more granular bandwidth utilization reports
- Enhanced service offering with ad-hoc reporting and automated report delivery

CUSTOMER PROFILE

ABOUT SPIRIT COMMUNICATIONS

Headquartered in Columbia, SC, Spirit Communications provides carrier-class telecommunications services to businesses and government agencies throughout the southeastern U.S. over its private fiber-based MPLS network. Spirit offers a wide variety of solutions including VoIP, SIP trunking, local and long-distance calling, wholesale long distance/ SS7/ AIN, on-demand video conferencing, audio/Web conferencing and hosted Internet services. Spirit Communications prides itself in providing solutions that are reliable, flexible and responsive to customers' business needs.

Monitoring efficiently the wide choice of bandwidth and quality of service along with the service level agreements (SLA) is essential to the success of their enterprise.

BUSINESS CHALLENGE

Spirit operates a mixed network comprising equipment from Alcatel-Lucent, Cisco, Adva, Adtran, Ciena, Brocade and more – over scores of servers and several thousand network devices. Proactive performance monitoring is strategic to Spirit success in delivering a competitive offering that features a variety of options for granularity of bandwidth and quality of service (QoS). Spirit provisions service level agreements (SLAs) that allow customers to select end-to-end performance metrics based on CIR, frame loss, delay and jitter. Spirit's customer contracts absolutely require robust SLA monitoring solution.

In 2006, Spirit implemented InfoVista's performance management solution. The product met the initial requirements, but as time went on, the software became more cumbersome to upgrade and maintain; additionally, Spirit needed upgrades to support the Alcatel / Lucent 5620 SAM and these were slow in coming. Spirit decided to investigate a variety of alternatives, including using open source tools to build their own solution as well as purchasing commercially available products.

EVALUATION AND SELECTION

Spirit embarked on a search for solutions capable of providing performance reporting for Alcatel/Lucent equipment. Spirit determined that the cost of InfoVista upgrades equaled the cost of purchasing an entirely new solution. Next, the IT team carefully

EMC²

© Pipeline Publishing, L.L.C. All Rights Reserved.

Tekelec
For What's Next

WHITE PAPER

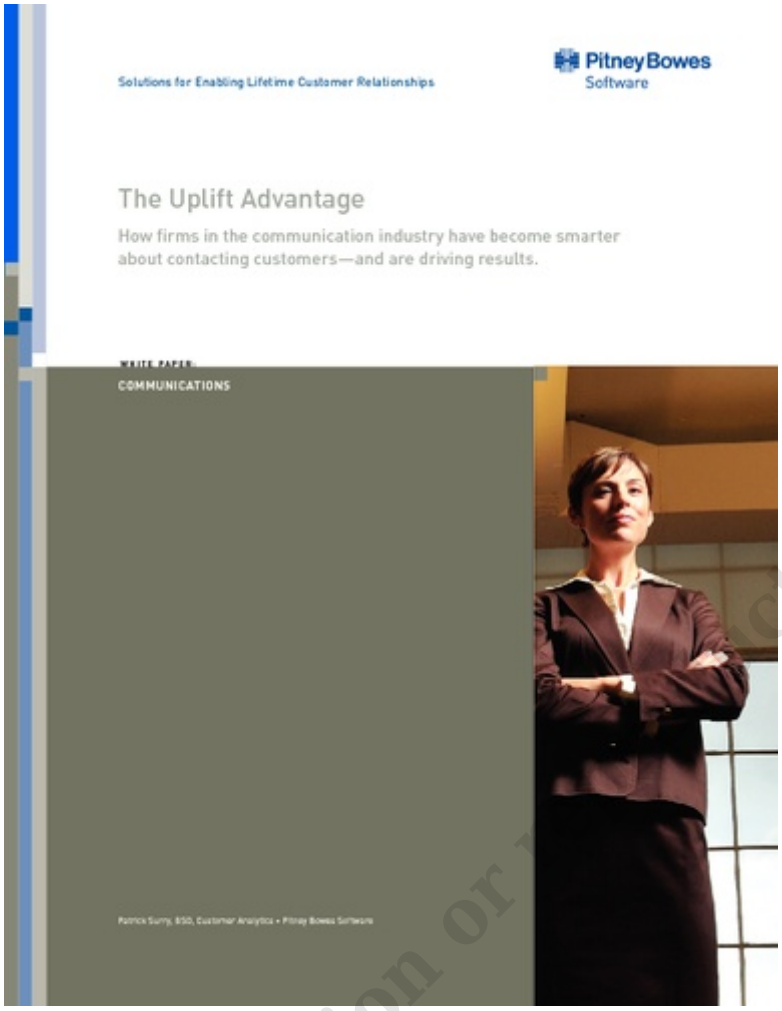
A Revolution in Evolution

Policy Control and Mobile Broadband's Long-term Leap

www.tekelec.com

Not for distribution or reproduction.

© Pipeline Publishing, L.L.C. All Rights Reserved.



Whitepapers

Not for distribution or reproduction.

© Pipeline Publishing, L.L.C. All Rights Reserved.

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

Not for distribution or reproduction.

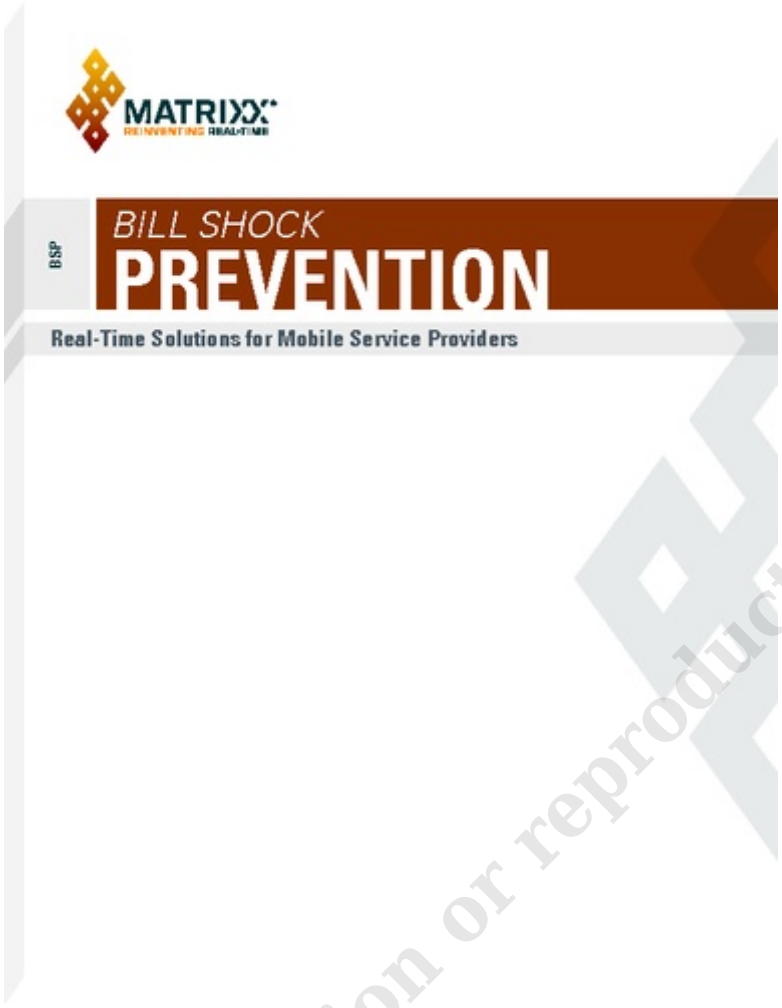
Brochures

© Pipeline Publishing, L.L.C. All Rights Reserved.

Brochures

Not for distribution or reproduction.

© Pipeline Publishing, L.L.C. All Rights Reserved.



Brochures

Not for distribution or reproduction.

© Pipeline Publishing, L.L.C. All Rights Reserved.

DATA SERVICES OVER 25 YEARS, 150,000 MILES OF DATA

SAVE money on data services
GUARANTEE best practices
ENSURE data accuracy
AVOID government regulatory obstacles

Enghouse Data Services (formerly Moore Resource Systems) is a specialized team of GIS experts who make it possible for organizations to create and maintain geo-spatial enabled data for their next generation enterprise IT applications. The services that Enghouse provides can involve large data entry tasks to help populate unique data models or specific data updates based on field changes to a company's assets.

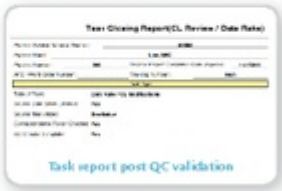
Our Enghouse Data Services team specializes in providing seamless project management support for an organization's own team. Data Services works with an organization's staff to assist in the tracking and completion of tasks on a daily basis to meet specific and prioritized needs.

DATA VALIDATION & QA

The Enghouse Data Services team offers specialized tools that enable validation of source data before conversion to the target. These specialized tools can highlight problem areas that need to be corrected (e.g. data integrity rules) that might be broken by migrating to the target system.

DATA TRANSFORMATION

In a complex data cleansing and migration effort, data very often needs to be transformed between one or more formats. The Enghouse Data Services team accurately transforms the most challenging data, whether spatial or non-spatial.


Task report post QC validation

GIS data aligned to imagery

Enghouse Networks

+1 (866) 772-8245 or (905) 946-3200 just say "sales"
networks@enghouse.com
www.enghousenetworks.com

Not for distribution or reproduction.

© Pipeline Publishing, L.L.C. All Rights Reserved.

IT'S TIME TO LOVE YOUR BILLING PROVIDER AGAIN.
cycle30
we empower

Pipeline

Annual Membership Packages

	Marketing Membership	Premier Membership	Elite Membership	Bespoke Membership
Sponsored Thought-leadership Articles	[illegible]	[illegible]	[illegible]	[illegible]
Annual Newswire Subscription	✔	✔	✔	[illegible]
Annual Research Center Subscription	✔	✔	✔	[illegible]
Pipeline Innovation Awards Participation	✔	✔	✔	[illegible]
Annual Member Directory Listing	✔	✔	✔	[illegible]
Monthly Web Advertising Placements with DirectConnect		[illegible]	[illegible]	[illegible]
Monthly Newsletter Advertising Placements		[illegible]	[illegible]	[illegible]
Weekly Newsletter Advertising Placements		[illegible]	[illegible]	[illegible]
Social Media Support Package		✔	✔	[illegible]
Marketing Content and Writing Services Package		✔	✔	[illegible]
Digital Asset Syndication Program		[illegible]	[illegible]	[illegible]
Pipeline Report Sponsorship			[illegible]	[illegible]
Knowledge Cast Webinar			[illegible]	[illegible]
Pipeline Executive Summit Sponsorship			✔	[illegible]
	$1,005 per week	$4,005 per week	$4,005 per week	Custom per week
	[illegible]	[illegible]	[illegible]	[illegible]
	[illegible]	[illegible]	[illegible]	[illegible]

Not for distribution or reproduction.

© Pipeline Publishing, L.L.C. All Rights Reserved.

csg
INTERNATIONAL
accelerate business. anywhere.

CSG Point-of-View: The Promise of Television Commerce

Interactive Television Technologies Can Deliver New Ways to Engage Your Customers and Increase Revenue and Upsell Opportunities in Real Time.

Using Interactive Television to Build Revenues, Engage Customers

The television viewing experience has been forever changed by the Internet. Consumers want to engage and interact with their favorite television content—much like they do with content on their computers, mobile phones and other technology devices.

The mass adoption of web-enabled devices is transforming the way households access and consume media content on their televisions—and how they interact with businesses via the TV. Market research firm In-Stat projects that more than 200 million web-enabled devices will be in use in the United States by 2014, and the average household will own between five and 10 such devices—televisions included.

With the set-top box in millions of U.S. households, cable and DBS providers have a clear advantage in leveraging T-commerce models to seize new revenues and deliver new ways of interacting with customers that build loyalty and deliver a more personalized experience.

With new technology standards from CableLabs—namely the Enhanced TV Binary Interchange Format (EBIF)—T-commerce is a viable business model for cable and DBS providers.

The EBIF standard has already made its way into 25 million subscriber homes, offering an innovative and immediate way for providers to entice new consumers and retaining existing ones.

Interactive Customer Care Drives Loyalty

Interactive TV models enable cable and DBS providers to deliver a more enriched customer experience. What better and more direct way to communicate with consumers than through their television?

The beauty of interactive TV is that it enables two-way communication between a provider and their customers in real-time.

Providers can send messages directly to subscribers about their bill, and then prompt the subscriber to view and pay their cable bill right from the television screen using their remote control.

With direct integration from the set-top box to back-office billing, customer care and other applications, any changes a customer makes to their account from the comfort of their couch are updated in real-time.

W www.csgi.com

© [illegible] Confidential and Proprietary

Not for distribution or reproduction.

© Pipeline Publishing, L.L.C. All Rights Reserved.

IDC

White Paper

Common Language Drives Customer Value for All Network Technology: 5G/MEC and Virtualized Networking Included

Sponsored by: iconectiv

Karl Whitelock
January 2021

EXECUTIVE SUMMARY

iconectiv TruOps Common Language was established to facilitate the service design and asset tracking needs of the operations and business management processes for prevailing and emerging network connectivity architectures. Common Language has been used by communications service providers for over 40 years.

Complexity from new technology evolution (e.g., network virtualization, private networks, hosted networks, 5G, multi-access edge computing [MEC], and the Internet of Things [IoT]) requires assets to be aligned with business and technical objectives to keep costs within expectations, address end-to-end (E2E) service objectives, support partner accountability, maximize interactive efficiency, and show business management responsibility. On the basis of its successful long-standing customer implementations and evolutionary approach to the network management processes, Common Language is expected to play a major role in the evolution and deployment of new facilities-based networks and the virtual aspects upon which these new technologies come to rely.

This paper explains how teams with network and partner-provided asset management responsibilities can achieve business value by maximizing the use of common nomenclature. In addition, the paper describes how a common naming strategy improves the effectiveness of real-time network operations and key business management functions. This paper also explains how Common Language can bring increased awareness when defining, launching, and managing new network-based services.

Introduction

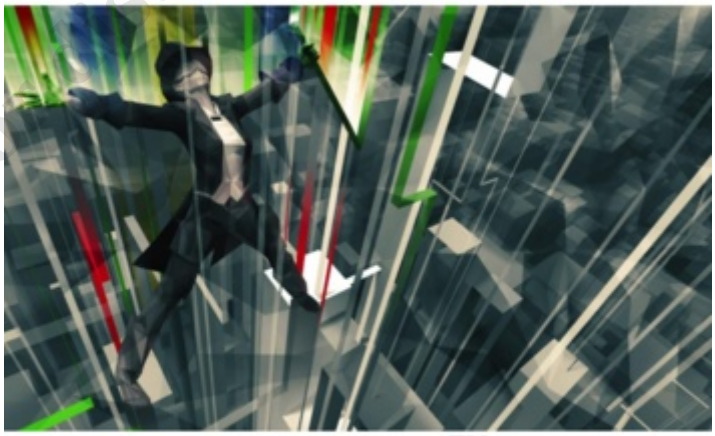
As network technology and business strategies continue to evolve, the greatest challenge asset-based communications service providers face is how to manage the physical and virtual assets that define the services they provide. Understanding the physical and logical placement of assets is strategic to several interoperations functions including network planning, inventory, service orchestration, catalog, activation, network assurance, service-level agreements (SLAs), policy, rating, and charging. The multilevel construct of the underlay and overlay connectivity infrastructure and the E2E partner-aided services to customers of all types brings additional layers of asset tracking complexity that must be addressed by each of these business and operations management domains.

January 2021, IDC #US47230621

Not for distribution or reproduction.

comptel

MORE TO MONETISE
BUT LESS TIME TO DO IT



Monetizer™

WHITEPAPER

comptel

© Pipeline Publishing, L.L.C. All Rights Reserved.

NetDesigner

Network Rollout, Resource and Asset Management

VISUALIZE your network
TRACK network rollout
DESIGN in hours not weeks
MAINTAIN accurate data

AUTOMATE network provisioning
INTEGRATE with the enterprise
MINIMIZE costly errors

NetDesigner streamlines the complex process of planning, implementing, operating, and optimizing next generation networks. Components of NetDesigner can be deployed on a standalone basis or integrated to enable end-to-end automation.

NetDesigner is an Esri GIS-based geospatial network design and management solution for complex, multi-domain networks. NetDesigner optimizes resources, enhances workflow, improves customer service, and maximizes operational efficiency, allowing for unprecedented cost savings.

Centralized repository and single workspace

NetDesigner offers a consolidated workspace and a single, accurate data repository to enable planning, design, construction, and operations for a next generation network.

Automated design

Design automation within NetDesigner enables engineers to develop a baseline network design within hours instead of weeks. Design parameters can be customized by changing business rules to meet unique requirements.

Powerful business intelligence and planning

NetDesigner allows users to plan "what-if" scenarios, simulating what it would mean to bring network resources to under-served communities and targeted businesses. Users can integrate with visual, schematic, map elements, and third-party data (e.g. ARRA, Connected Nations, demographics, census data, wire-center information, FCC data, flood plain barriers, environmentally sensitive areas, etc.) to get a comprehensive and visual overview of a proposed or as-built network. The Bill of Materials functionality allows users to quickly acquire project costs and/or material costs of any design and generate equipment reports.

Modular, flexible, standards-based solution

NetDesigner is modular and can be deployed as a standalone solution or integrated with other applications to manage fiber, wireless, copper, coax, and hybrid networks, structures, and other assets. Using standard out-of-the-box APIs, NetDesigner may be integrated with systems such as OSS, BSS, ERP, Facilities Management, and many others to automate end-to-end service provisioning, customer relationship management, and network operations.

Enghouse Networks

+1 (866) 772-8245 or (905) 946-3200 just say "sales"
networks@enghouse.com
www.enghousenetworks.com

Not for distribution or reproduction.

© Pipeline Publishing, L.L.C. All Rights Reserved.

Upload Content

View More Content

© 2024, All information contained herein is the sole property of Pipeline Publishing, LLC. Pipeline Publishing L.L.C. reserves all rights and privileges regarding
the use of this information. Any unauthorized use, such as copying, modifying, or reprinting, will be prosecuted under the fullest extent under the governing law.

Not for distribution or reproduction.

© Pipeline Publishing, L.L.C. All Rights Reserved.