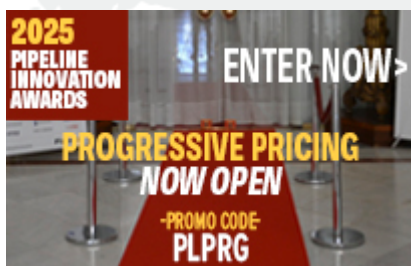


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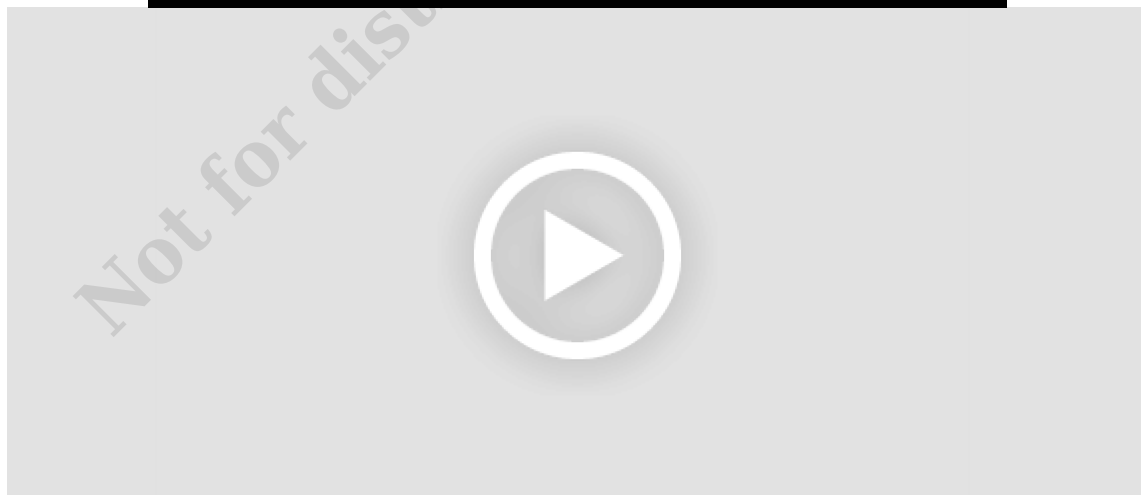
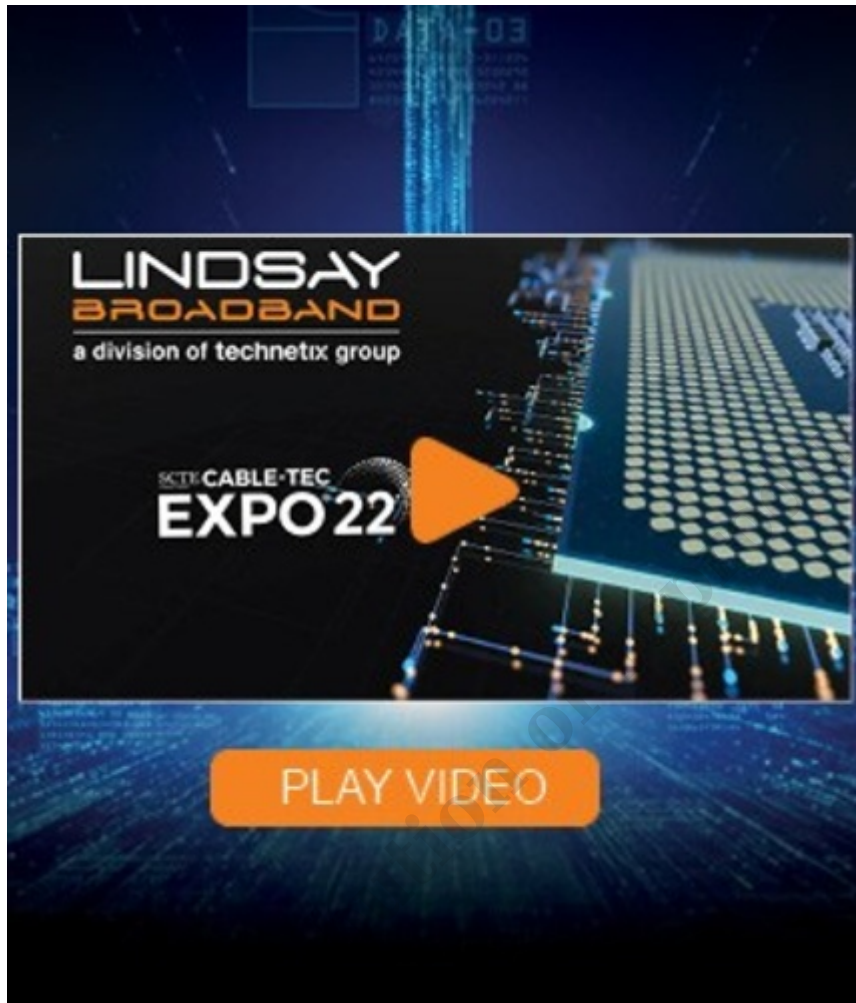
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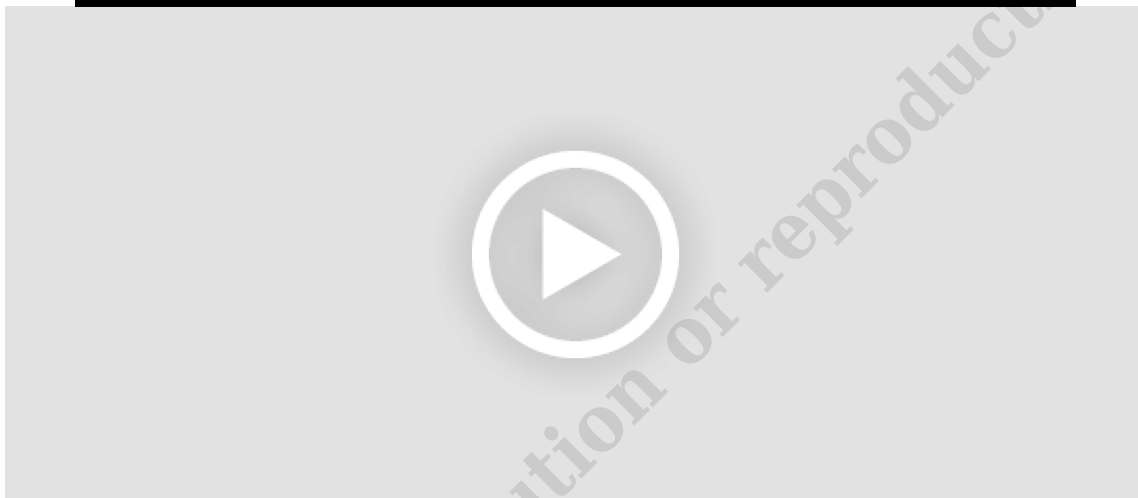
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### End-to-End Solutions for Broadband Networks

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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FOR TELCOS: A 101 GUIDELINE”**

## The Impact of Transformation

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



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## The Network Transformation Imperative

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



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## Agile Architecture for Digital Innovation

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The Industry's Top Thought Leaders



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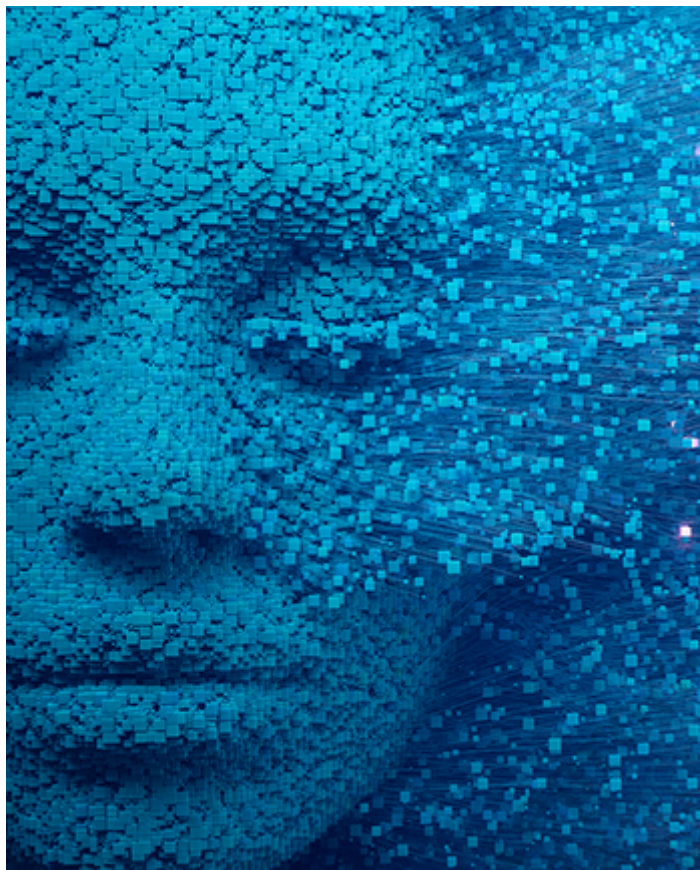
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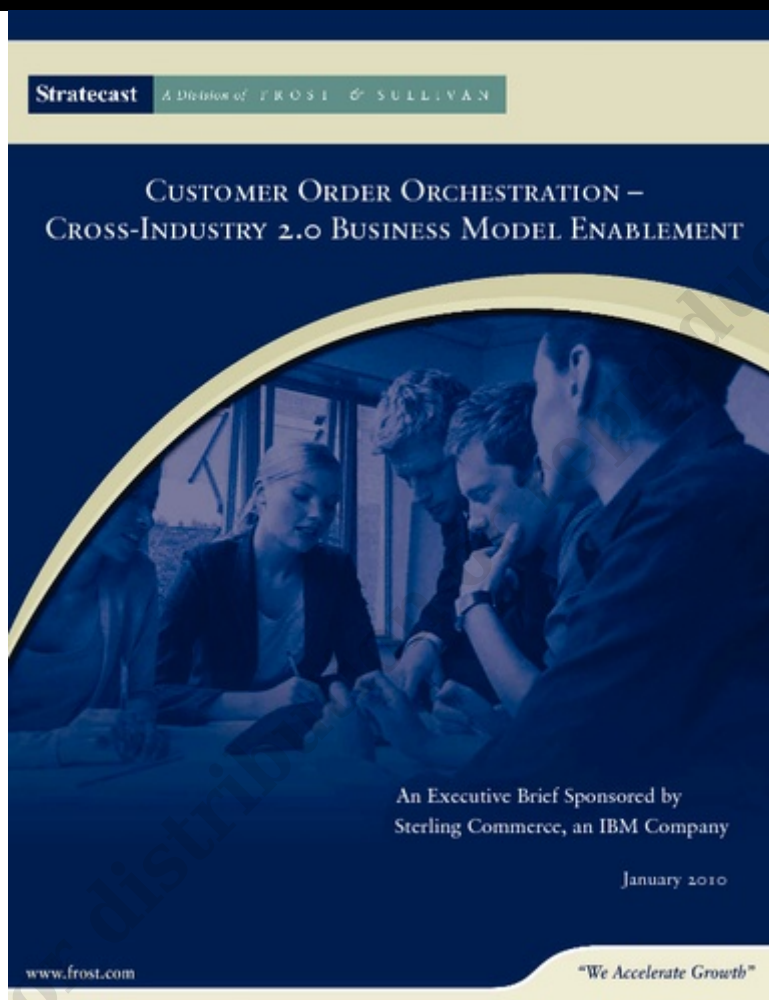


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AI Infrastructure for GPUs



## Other Featured Content



## MATRIXX ONLINE CHARGING

### The Need for Speed and Real-Time

Everything is moving to real-time. Consumers want ubiquitous connectivity and instant access to applications, media, information and social networking. In today's diverse communications marketplace, there are a number of factors that are driving service providers to interact with subscribers in real-time:

- ▶ Increased adoption of prepaid services and payment methods
- ▶ Bill Shock prevention and spend control
- ▶ Third party content and applications
- ▶ 4G and LTE network rollouts

As these forces create a new Telco 2.0 marketplace, three trends are apparent: IP networks are the de facto standard. The usage events from these networks and the services that run on them are growing exponentially. Service providers need to interact with subscribers in real-time to deliver the exemplary customer experience and control required in the all IP environment.

As these trends converge, network bandwidth becomes a coveted asset where the return on investment needs to be maximized. This can be achieved through the shaping of subscriber consumption with a subtle combination of segmented pricing models, service class options,

personalized offers and subscriber policies. Get it wrong and the customers will head to the call center or even churn. Get it right and you've created an informed, dynamic relationship with the subscriber, turning bandwidth usage threats into opportunities and delivering an individual and compelling customer experience.

Service providers are challenged to keep up with subscribers' growing appetite for real-time-based services, keep their competitive edge, and keep costs and operational expenses from spiraling out of control.

### MATRIXX Online Charging Empowers Operators to Meet the Real-Time Challenge

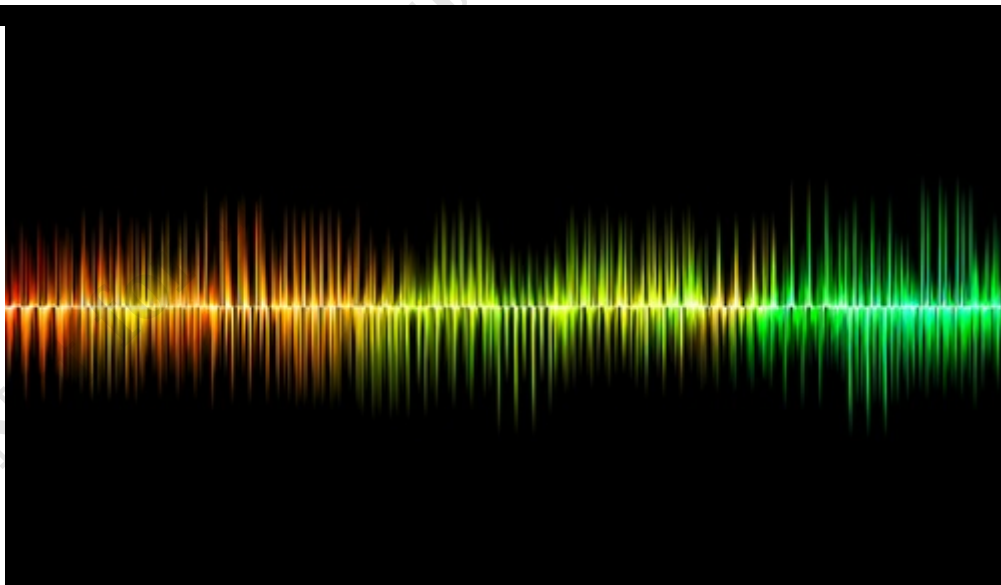
MATRIXX Online Charging helps service providers meet the challenges of the Telco 2.0 market by providing the industry's fastest, most efficient real-time charging application.

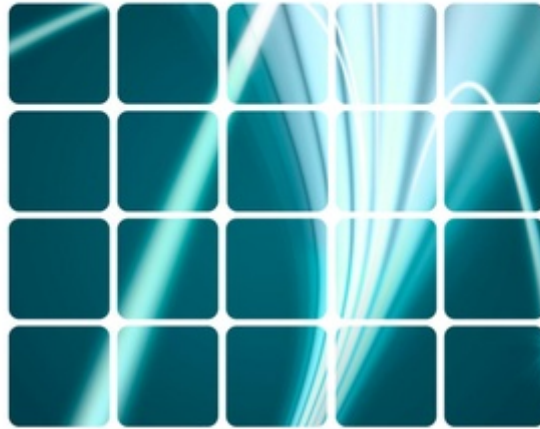
MATRIXX is the only real-time charging solution that can provide the scalability and speed needed to move to an all real-time world, while providing an extremely low and predictable Cost Per Transaction (CPT).

MATRIXX Online Charging delivers sophisticated real-time rating and discounting capabilities, giving operators the edge to differentiate, personalize and successfully compete.

Its extreme performance supercharges operators to accelerate their service offerings and easily scales to cost-effectively manage surging network traffic.

Its stability and efficiency drive increased profitability by providing operators with predictable and measurable costs so that service profitability is determined and ensured before services are launched.





LTE and Offline Charging:  
Driving the Need for a  
**Lower Total Cost of Mediation**

WHITEPAPER, BY ROBERT MORRISON

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DigitalRoute  
Every bit counts.

**White Paper**

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

Prepared by

Ari Banerjee  
Senior Analyst, *Heavy Reading*



[www.heavyreading.com](http://www.heavyreading.com)

On behalf of

**Sterling Commerce**  
An IBM Company

[www.sterlingcommerce.com](http://www.sterlingcommerce.com)

November 2010



## Introducing our New State-of-the-Art Geographic Platform

One of the ultimate goals of Broadband providers is to bring fast, reliable service to their customers, who are often located in rural parts of the country. Connecting unserved or under-served communities through broadband technology improves their way of life and closes the digital divide. But doing so can be costly and time consuming.

What if there were a way to make it all easier by streamlining each phase of your network implementation, improving decisions by using real-time data and therefore optimizing your current and future operations?

CHR Solutions is a proven industry leader with over 75 years of experience and we have found a way to expedite your builds, decrease labor costs, forecast in real-time, and increase monetization to speed up broadband access to rural America.

### Geospatial Data is Not New-- But the Way We Use It Sure Is.

By using Geospatial data in a unique way, we provide our clients with a platform that utilizes real-time information to improve efficiencies, take the guesswork out of decisions, and ultimately increase speed to market. The platform features a customizable dashboard that enables all aspects of your business to format and display the data in a way that optimizes its use in their specific operations.

#### CHR's Geographic Platform

- Improves efficiencies
- Takes the guesswork out of decisions
- Increases speed to market

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Weathering the Wireless Tsunami  
**How MNOs Can Reach  
High Ground in Today's  
Communications Market**

By ConceptWave Software Inc.

WHITE PAPER

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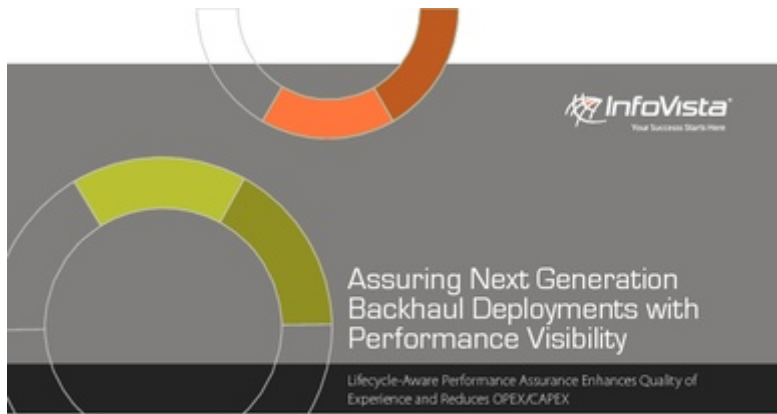


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Ontology 5 Platform Datasheet | v3.0 2015

## Whitepapers



## Whitepapers



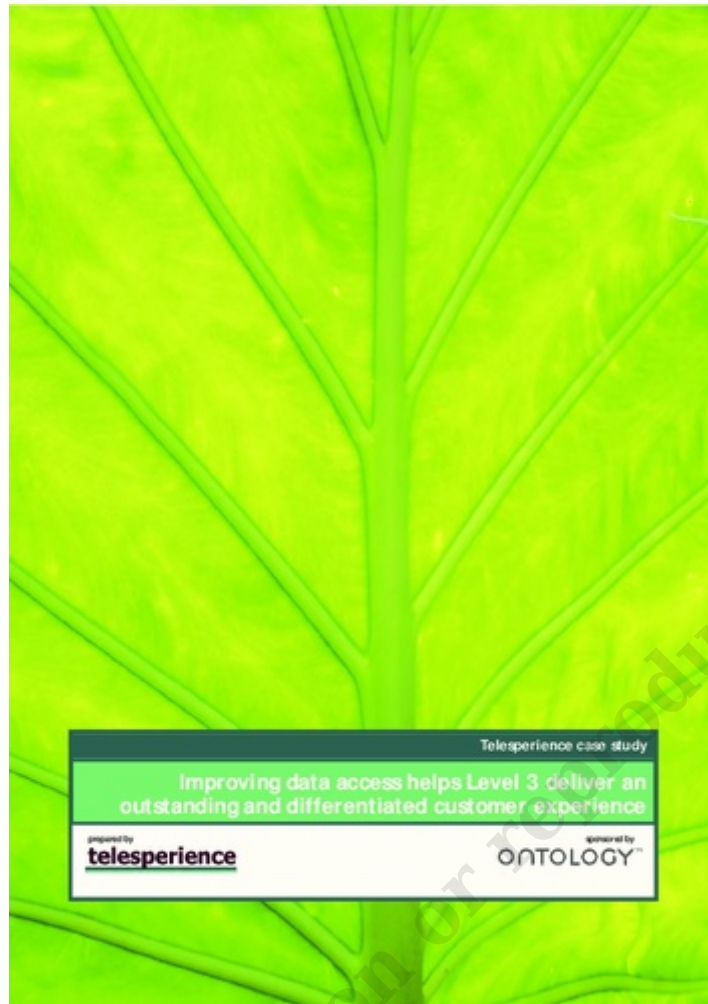
# The Balancing Act of Mobile Workforce Management

FULFILLING MULTI-SERVICE OBJECTIVES  
WITH PRIORITY-BASED OPTIMIZATION

A ViryaNet White Paper



## Case Studies



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

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

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

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

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

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

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

CloudSmartz  
SMARTER TRANSFORMATION

CloudSmartz' mission is to help Communications Service Providers (CSPs) transform and innovate faster by making it easy to optimize business intelligence and generate revenue through a unified digital experience.

## 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

#### A SINGLE-SOURCE-OF-TRUTH FOR END-TO-END INTELLIGENCE



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# Corporate Factsheet

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## e-billing and Analytics Solution

Increase billing transparency and control, enhance customer experience and loyalty, reduce support costs, and deliver faster ROI.

### Customer Experience Competitive Advantage

Faced with the challenge of how to increase profitability, Communication Service Providers (CSPs) are increasingly focusing on customer experience as a way to differentiate from the competition, maximize revenues and reduce costs. Business customers represent a significant source of revenue for many CSPs and, as such, it's vital to provide high levels of customer service to attract and retain these key customers and maximize their lifetime value. The enablement of customer experience is an important factor in improving customer experience while improving efficiency and driving down costs.

In the continuing search for new revenues, CSPs have expanded the range of services they provide to their business customers to include mobile voice and data, fixed-line voice, IP data services — with a corresponding increase in billing complexity and, in some cases, a decrease in customer satisfaction due to the siloed presentation of billing information for each service type. As a consequence, CSPs are looking for ways to evolve their customer experience to new levels of interactivity with a single view of services through the provision of unified communication channels. To achieve this goal, CSPs have to be able to abstract the customer experience layer from the underlying billing and CRM infrastructure, which often means dealing with multiple complex legacy source data systems that can hinder the development and delivery of e-enabled customer experience.

### Customer Needs

In maturing markets, business customers are increasingly basing their purchasing decisions on service quality and support rather than on price alone. Hard-working managers are demanding access to

systems and tools that enable them to become more productive, simplify their tasks, take control of their organizational spend, and allow them to effectively manage their relationship with the CSP. Specifically, these customers want to have convenient and secure access to their consolidated service and usage information in a single online location; with the ability to view summary spend information across their organization, view out of the box and custom reports and, drill-down to analyze the detail of service usage.

### MDS e-billing and Analytics Solution

MDS e-billing and analytics solution provides businesses of all sizes, from global corporate enterprises to SMBs and sole traders, with secure online access to their consolidated accounts and electronic billing information. They permit customers to view trends, analyze details of spend and take control of their communication services. The MDS e-billing and analytics solution empowers customers to make informed business decisions, enhances the loyalty and lifetime value of these important customers, provides additional value to attract new customers and retain existing ones, and reduces operational and support costs.

Utilizing a powerful analytics engine, MDS e-billing and analytics solution simplifies the task of integration with legacy billing and CRM systems, delivering rapid go-to-market, low-risk integration, accelerated time-to-value and lower total cost of ownership.

E-Billing and Analytics Solution



Artificial Intelligence (AI) has become one of the most powerful, transformative technologies that enable the development of new business models, new product/service offerings, and business ecosystems in many industries. AI technologies help organizations to enhance performance and productivity by enabling effective automation which provides larger revenue increases, greater cost reduction, and higher customer loyalty.

#### Why Etiya's AI Platform?

Etiya uses the building block of future technology, artificial intelligence technologies, and enables automation between service and operation processes. It allows companies to be able to offer personalized services and propositions through emotional, contextual predictions and recommendation mechanisms.

#### Advanced capabilities with ML & NLP

Etiya AI Platform, Cognitus, is an advanced artificial intelligence platform that provides standardization, simple and centralized management, monitoring and improvement, easy ROI detection and measurement, fewer implementation failures, and scaling with its advanced capabilities along with advanced machine learning and natural language processing services.

#### Multi-language Support

The platform currently supports Turkish, English, French, and Spanish languages. In addition to these, developments continue to support more languages in a short time.

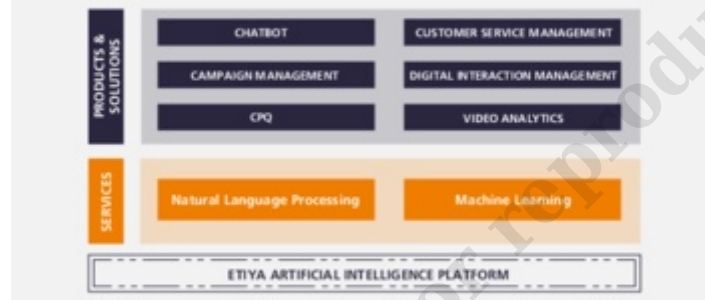
#### Increasing Revenue & Reducing Costs

Etiya also offers innovative and experience-oriented approaches that will contribute to the digital transformation of the corporate processes of companies and create cost advantages with Artificial Intelligence-Cognitus supported products and solutions in its product portfolio.

At this point, Cognitus which is also located at the heart of Etiya product architecture, works in harmony with all Etiya's products, solutions, and services and enhances their features with AI capabilities.

These AI-supported Etiya products and solutions enable effective automation and operational productivity by making information understandable in different business areas.

#### Etiya AI supported products and services:



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Search, don't integrate.



internet solutions  
A DIVISION OF DIMENSION DATA

INTERNET SOLUTIONS VISUALISES CUSTOMERS'  
SERVICE TOPOLOGY WITH ONTOLOGY 360°  
CUSTOMER & SERVICE VIEW



CASE STUDY  
OCTOBER 2013

Wednesday November 5, 2014				
TIME	SESSION	SESSION TYPE	DEMO AREA	BOARD ROOMS
7:00pm - 11:00pm	Speed Networking Cocktail Reception	Networking		
Thursday November 6, 2014				
TIME	SESSION	SESSION TYPE	DEMO AREA	BOARD ROOMS
8:00am - 9:00am	Networking Breakfast	Networking		
9:15am - 10:00am	Opening Remarks	General	Setup	
10:00am - 10:45am	Service Provider Perspectives: Contending with Key Challenges (Featuring: AT&T, BT, Comcast, Level 3 and Verizon)	General		
10:45am - 11:15am	Networking Break	Networking	Open	
11:15am - 12:00pm	Advanced Customer Experience Management (Featuring: Andect and CT Invision)	General		
12:00pm - 12:45pm	Leveraging Big Data for Enterprise Business Intelligence (Featuring: Microsoft and Skype)	General		
12:45pm - 1:45pm	Topic Roundtable Luncheon	Networking	Open	
2:00pm - 2:45pm	The Agile Architecture (Featuring: Dr. Tom Wils, CT Invision and Talift)	General		
2:45pm - 3:30pm	Delivering Elastic Services (Featuring: AppleCare, Comcast and TIERONE)	General		
3:30pm - 4:00pm	Networking Break	Networking	Open	
4:00pm - 4:45pm	The New Networks (Featuring: H360 and AT&T)	General		
4:45pm - 5:30pm	Transformation: Managing the Evolution to Virtual Networks (Featuring: CT Invision and ASB)	General		
5:30pm - 6:00pm	Pre-Dinner Break	Break	Open	
6:00pm - 7:00pm	Networking Dinner	Networking		
7:00pm - 10:00pm	Evening Entertainment	Networking		
Friday November 7, 2014				
TIME	SESSION	SESSION TYPE	DEMO AREA	BOARD ROOMS
8:00am - 9:00am	Networking Breakfast	Networking		
9:15am - 10:15am	Market Analysis: Industry Insights (Featuring: AppleCare, CT Invision and NPRO)	General		
10:15am - 11:15am	Risk Mitigation: Advanced Security Planning (Featuring: Level 3, NPRO and Verizon)	General		
11:15am - 12:15pm	Competitive Edge: Leveraging Content and Web RTC (Featuring: AppleCare and Genband)	General		
12:15pm - 1:15pm	Networking Lunch	Networking	Open	
1:15pm - 2:15pm	Uxns Den - Sessions 1 & 2	Interactive		
2:15pm - 3:15pm	Uxns Den - Sessions 3 & 4	Interactive		
3:15pm - 4:15pm	Uxns Den - Sessions 5 & 6	Interactive		
4:15pm - 5:00pm	Editorial Calendar Input	Interactive		
5:15pm - 5:30pm	Closing Remarks	General		

\*Note: Agenda is subject to change based on input from Pipeline's Industry Advisory Board (IAB), attendee feedback, and presenters. Please check for updates.

Included with regular admission.

Not included with regular admission. Additional participation required. See the How To Participate page for more information.



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on your  
network  
**so  
you can  
grow**  
your  
business

**With over 75% of your IT budget dedicated to maintenance,\* it's difficult to move ahead.**

CHR's world-class **Managed IT Services** drive down operational costs and create new revenue streams.

Our comprehensive suite of Managed IT Services free you from capital constraints and resource restrictions. Simply put, we focus on your network so you can grow your business.

Managed IT Services provide the benefits of dependable business continuity and IT innovations that are in line with your business processes. CHR's team of experts will partner with you to uncover hidden costs within your IT operation and develop such tools as cost savings analysis models.

\*According to Gartner Research study

- 24x7 Server Monitoring & Management
- 24x7 Device Monitoring & Management
- 24x7 PC Management
- Baseline Audit & Assessment
- Support Center Services
- Backup Services
- Procurement Services
- Vendor Management
- Business IT Consulting
- And more...

ph 713.351.5111 email [info@CHRSolutions.com](mailto:info@CHRSolutions.com)



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