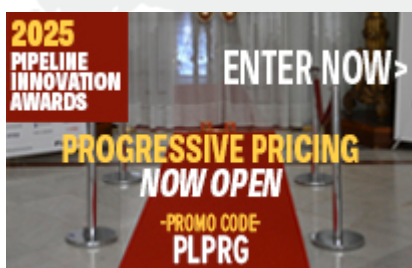


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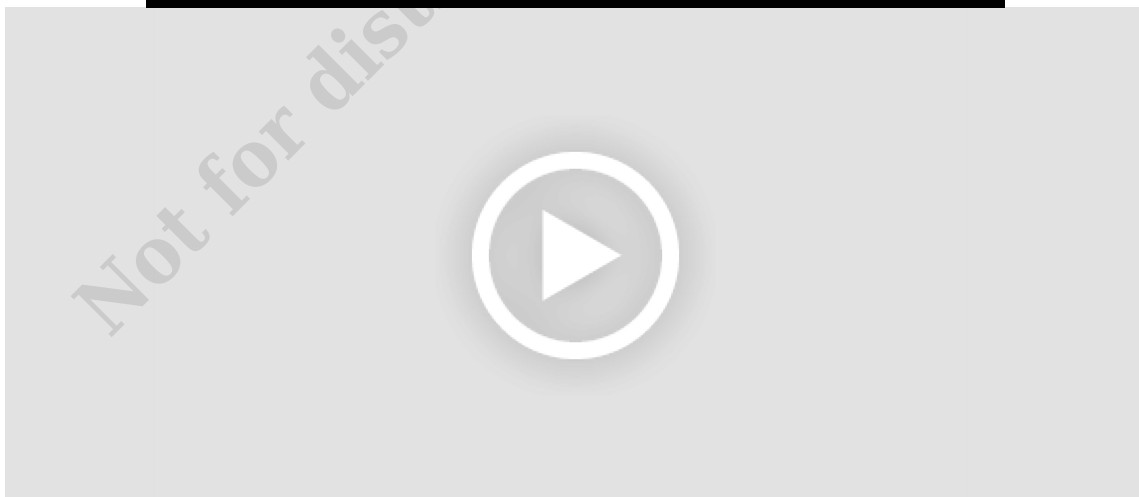
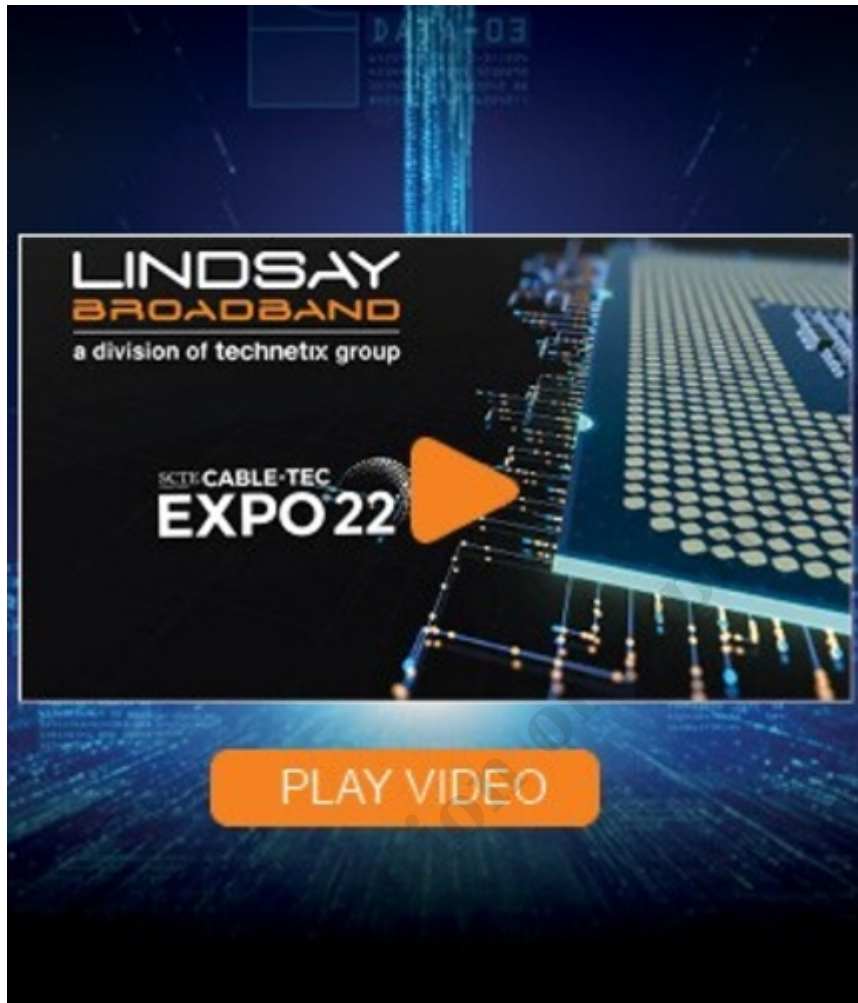
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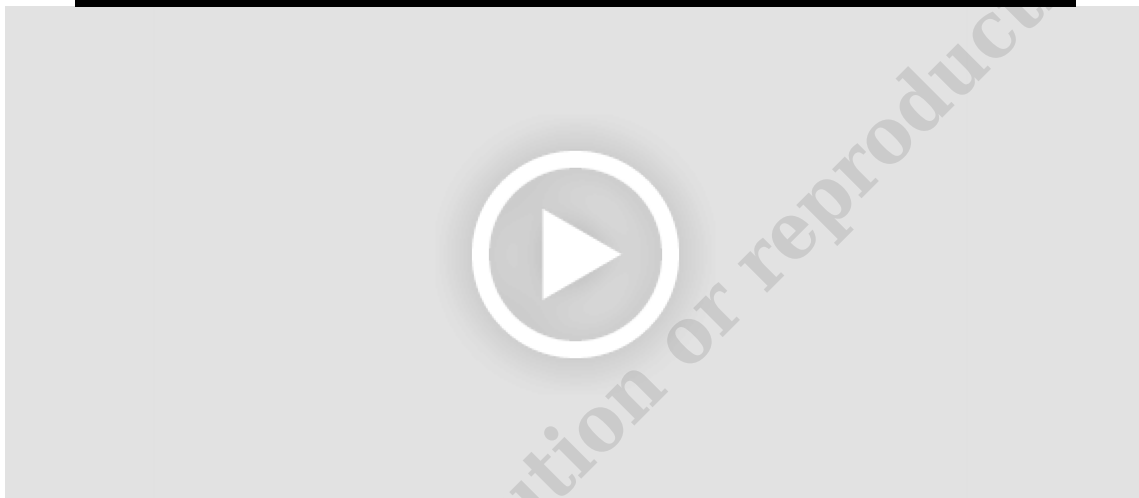
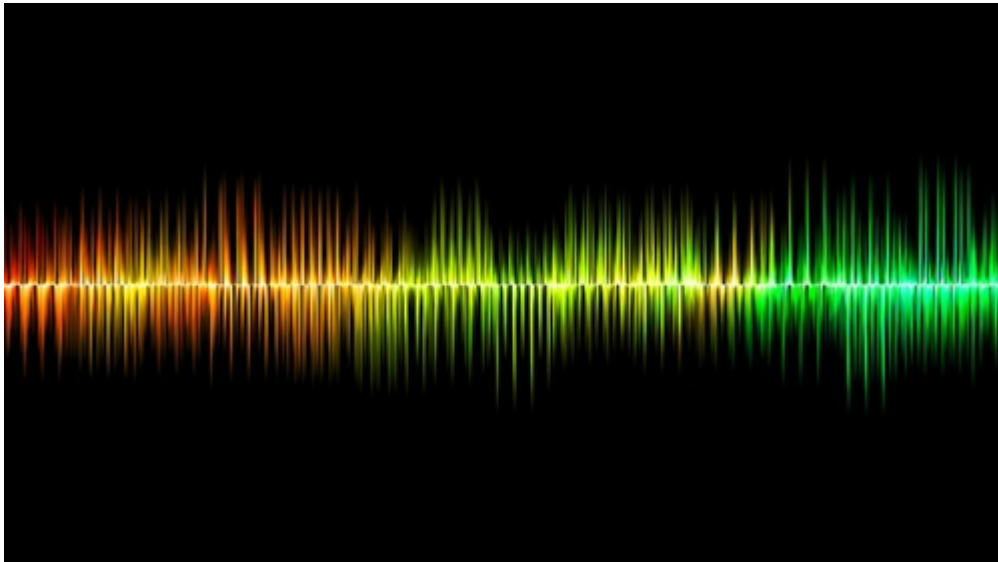
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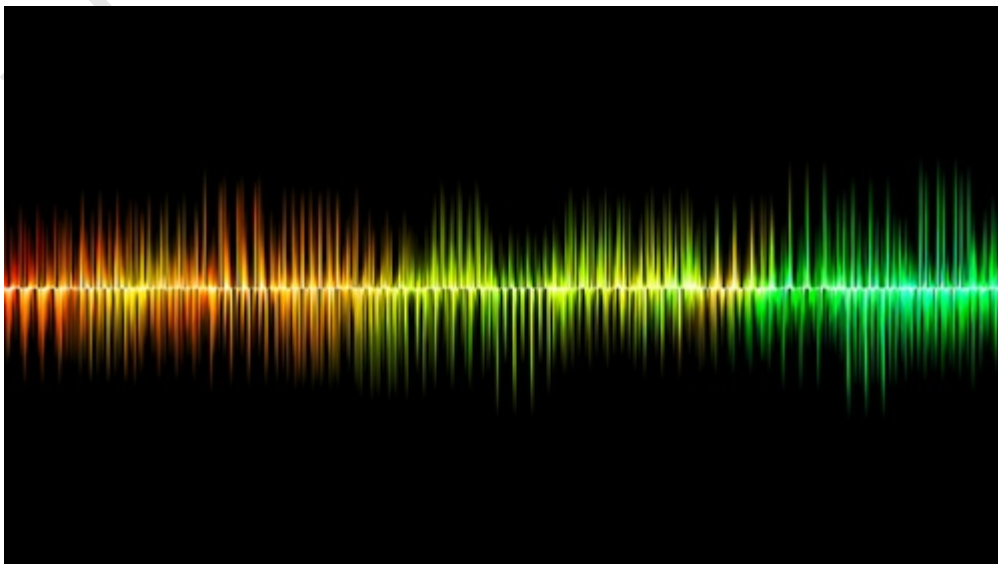
End-to-End Solutions for Broadband Networks

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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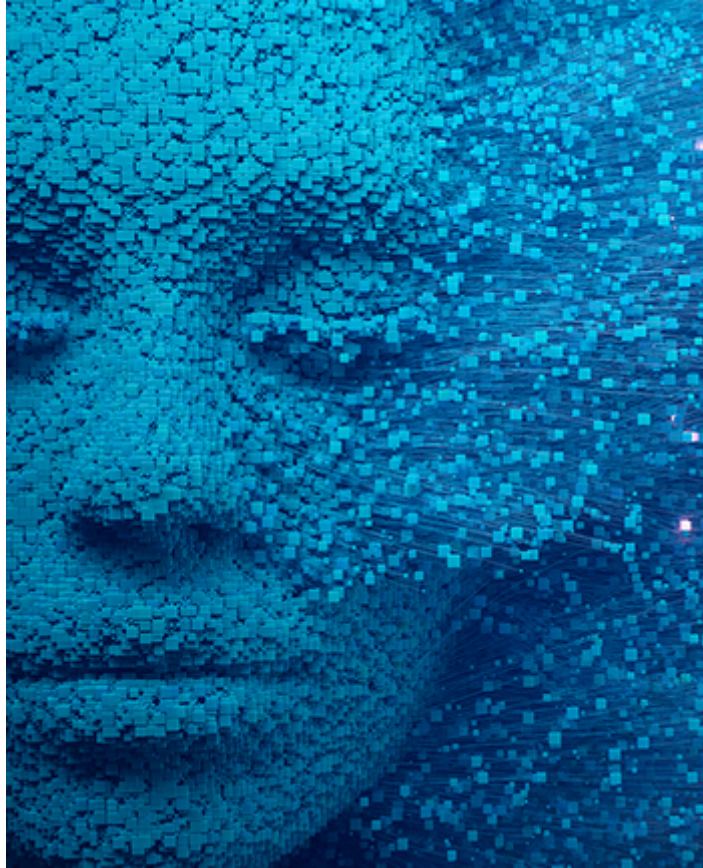
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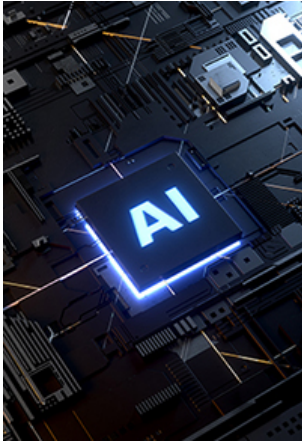
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The image shows a product bulletin for Omnia360. It features a blue header with the CHR Solutions logo and the title 'Omnia360™ Product Bulletin'. Below the header, there are three main sections: 'PLATFORM', 'MODULES', and 'Omnia360™'. The 'PLATFORM' section lists 'Centralized Customer Management', 'Dynamic Product Catalog', 'Powerful Business Analytics', and 'Market-Leading CRM'. The 'MODULES' section lists 'Account Management', 'Billing', 'Product Catalog', 'Case Management', 'Order Capture & Management', 'Financials', 'Service Activation', 'Dashboards', 'Facilities Management', 'Sales & Marketing', and 'Capital Credits'. The 'Omnia360™' section lists 'Improve Monetization Opportunities', 'Simplify Business Systems', and 'Elevate Customer Experience'. The main body of the bulletin contains a bold headline: 'A dynamic, pre-integrated billing and CRM solution that brings together your entire business ecosystem.' This is followed by a paragraph describing the solution as a complete 'out-of-the-box,' pre-integrated customer relationship management and billing solution. Below this, there are three sub-sections: 'Centralized Customer Management', 'Dynamic Product Catalog', and 'Powerful Business Analytics'. Each sub-section provides a brief description of the feature. The bulletin concludes with the slogan 'WITH CHR, THE POSSIBILITIES ARE ENDLESS!' and contact information: 'call: 713.352.5111 • email: info@CHR Solutions.com • visit: www.CHR Solutions.com'.

CHR Solutions

Omnia360™ Product Bulletin

PLATFORM

- Centralized Customer Management
- Dynamic Product Catalog
- Powerful Business Analytics
- Market-Leading CRM

MODULES

- Account Management
- Billing
- Product Catalog
- Case Management
- Order Capture & Management
- Financials
- Service Activation
- Dashboards
- Facilities Management
- Sales & Marketing
- Capital Credits

Omnia360™

- **Improve Monetization Opportunities** with a unified customer view and increased pipeline visibility
- **Simplify Business Systems** with a complete, pre-integrated back office solution
- **Elevate Customer Experience** with consistent customer interactions

A dynamic, pre-integrated billing and CRM solution that brings together your entire business ecosystem.

Omnia360 transcends traditional billing platforms with a complete "out-of-the-box," pre-integrated customer relationship management and billing solution. Available as a fully-hosted cloud-based solution or on-premise subscription, our next-generation solution empowers communications service providers (CSPs) with a client-centric model for service differentiation and rapid deployment of new services, especially within the Enterprise space.

Leveraging Microsoft Dynamics® CRM, Omnia360 best-of-breed software platform delivers a comprehensive, turn-key back-office solution for CSFs to monetize new untapped revenue opportunities.

Centralized Customer Management

Omnia360 provides a holistic view of your customers. Within a single screen, service providers can view all billing, accounts receivable, orders, and service details. Our solution helps drive operational efficiencies by empowering you to enforce business-specific rules, create custom fields, and even integrate third-party applications with simple point-and-click customization.

Dynamic Product Catalog

Omnia360 delivers a dynamic, centralized product catalog enabling the selling and fulfillment of next-generation products and services, such as cloud services, productivity solutions, unified communications, and Voice over IP products — all while providing detailed voice, video, and data products. This unlimited product flexibility helps optimize sales accuracy while reducing the time it takes to complete the entire receipt-to-cash cycle.

Powerful Business Analytics

It is critical for management to be able to monitor business performance. Omnia360 maintains a single scorecard that covers sales, marketing, and customer service. This up-to-the-minute information provides in-line clouds with drill-down intelligence to visually navigate data, identify trends, and uncover new insights.

Market-Leading CRM

Combine the familiar Microsoft Office® fluent user interface with powerful CRM software to maximize marketing effectiveness, win more sales, and enrich customer service interactions. Leveraging the power of Microsoft Dynamics® CRM, marketing and sales professionals are equipped with flexible segmentation tools, simplified campaign management capabilities, lead-to-cash visibility, real-time sales forecasts, and much, much more. Customer service specialists are equipped with tools that simplify case management, streamline escalations, improve knowledge sharing, and enable more effective account management, all while helping to reduce service costs.

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3 WAYS YOU WILL OVERPAY FOR YOUR MOBILE WORKFORCE MANAGEMENT SOLUTION AND 3 STRATEGIES TO AVOID IT





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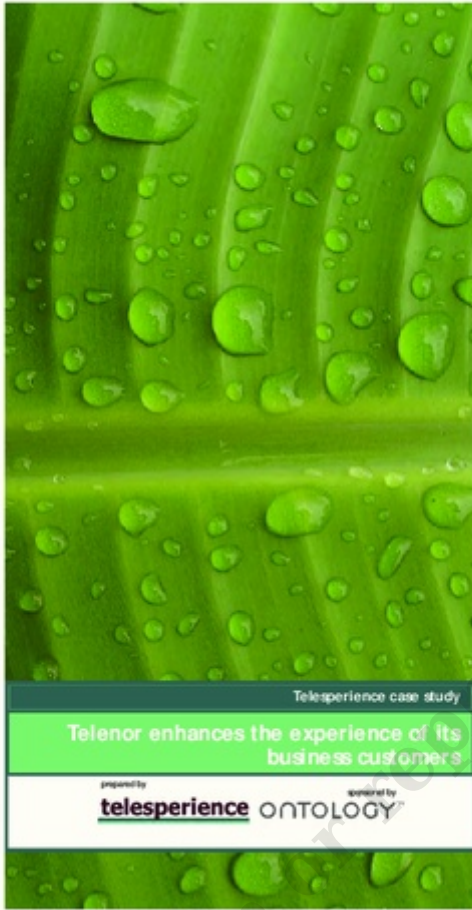
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Ontology 5 Intelligent 360 for Network Operators | v4.0 2015



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Design, Deliver and Manage Triple-Play Services



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Business Process Outsourcing services



CHR provides a full suite of Business Process Outsourcing (BPO) services to enable Communication Service Providers (CSPs) to meet the escalating competition, reduce operating and capital costs, and address the increased complexities of converging technologies that make it challenging to run their business. CHR's BPO Services, on average, can reduce your operating costs ten percent (10%) to forty percent (40%). Your business could avoid hundreds of thousands, and in some cases millions of dollars of capital expenditures while improving your operational effectiveness at a fixed and predictable price.

NOC SERVICES

CHR provides 24x7 Managed NOC Services for CSP core networks and ISP operations. Our NOC is staffed with technical experts armed with the latest technology and world class best practices to assure your network and systems uptime. We can operate as Tier 1 to Tier 4 support, or as a backup or nighttime coverage for your staff.

IT MANAGED SERVICES

CHR provides 24x7 IT Services for your internal IT operations. Our IT Service is staffed with technical experts armed with the latest technology to assure your internal IT network and systems uptime. We can advise and guide you on world class best IT practices and provide a single service desk that can deliver Tier 1 to Tier 4 IT support 24x7 or as a backup or nighttime coverage for your staff. Our services include all end-user support, systems patching, data backup, remote control, spam and virus scanning, systems administration, monitoring and planning.

ISP SERVICES

CHR's 24x7 Managed ISP Services provide world class customer support—leveraging CHR's tech support expertise, real-time network monitoring and convenient customer communications portal, cloud based e-mail, backup services, spam and virus filtering, hosted content management systems and webinars. We provide support options including management and troubleshooting into the end customer's premise based equipment.

GIS/CAD SERVICES

CHR's GIS/CAD Services provides a turnkey solutions for managing all plant and operational CAD records in our cloud based systems. Our technical support, proven process and systems assure business continuity, improve operational efficiencies and reduce reporting errors through real-time geo-referenced intelligence. GIS/CAD services empower the client to make more informed decisions with active and relevant data. CHR's GIS/CAD is scalable and highly customizable—capable of integrating with any B/OSS system.

BILLING SERVICES

CHR provides turnkey back-office management including systems updates, administration, reporting, running billing and all other aspects required to operate your business. CHR can provide this function on our cloud based systems or your on-premise systems – even if it's not our B/OSS solution. We will apply our best practices and industry expertise to reduce your operating costs and improve your operations.

CHR Solutions
.COM

ph 753.355.5555

email info@CHR Solutions.com

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White Paper
Telco Triple-Play Service Fulfillment

Prepared by
Alan Breznick
Senior Analyst, *Heavy Reading*



www.heavyreading.com

On behalf of



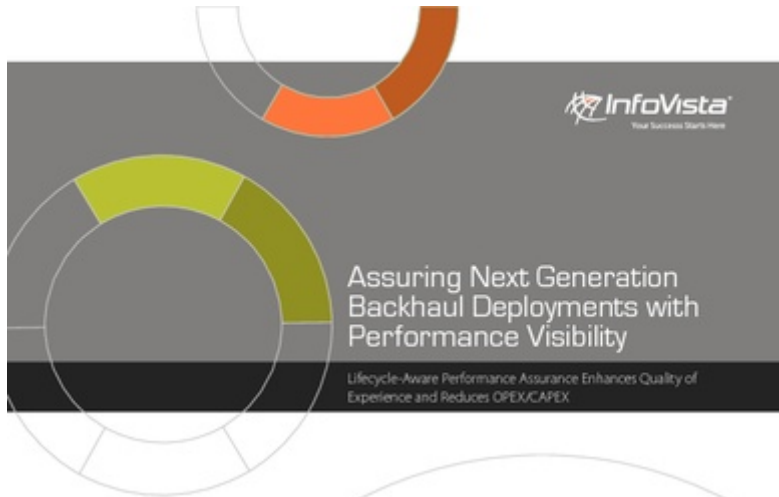
www.sigma-systems.com

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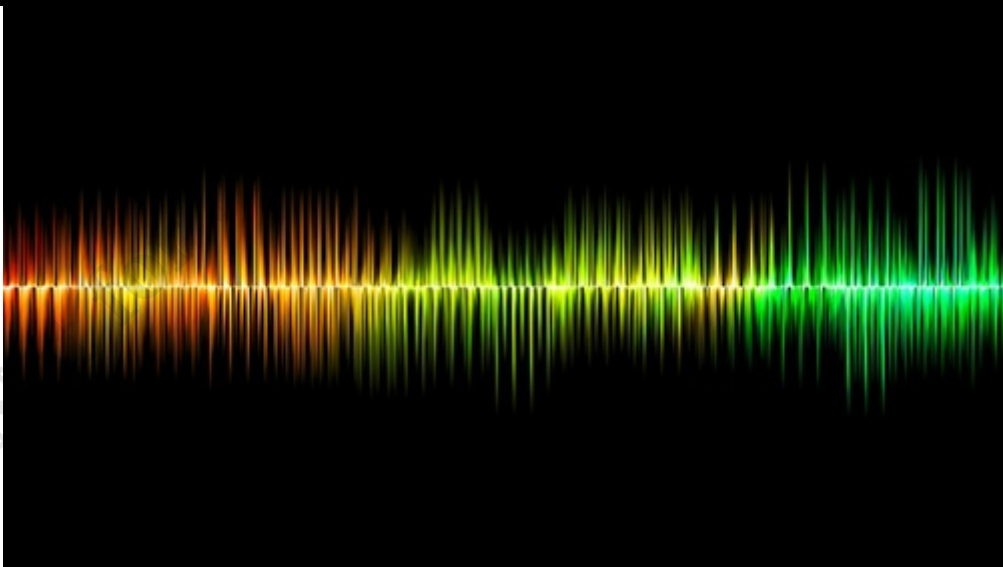
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IS YOUR GLOBAL WAN DEVOPS FRIENDLY?

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 overlay 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 streamlined onboarding 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 zero 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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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

On behalf of

Sterling Commerce
An IBM Company

www.sterlingcommerce.com

November 2010

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TRANSFORM YOUR BUSINESS IN THE CLOUD

Extend your network perimeter to the cloud with dedicated and private connections to AWS, Google, Azure, Oracle, and IBM — using Telia Carrier's global backbone.

CONTROLLED CLOUD CONNECTIVITY

Using our direct connections to the major cloud providers, we provide you with a secure on-ramp to the cloud. Cloud Connect is a private and dedicated connection that bypasses the public internet — giving you more control of your bandwidth, with high levels of security and reliability.

FLEXIBLE PRICING

We offer flexible pricing options to accommodate your changing bandwidth needs. You have the freedom to modify contract terms at short notice and configure your

connection to suit your business needs. The service options are easily accessible by using our online portal with simple purchasing options.

REACH MULTIPLE CLOUDS AT SCALE

Cloud Connect allows you to use a single port to connect to one or multiple cloud providers — making it a cost-efficient way to scale cloud connectivity. Your bandwidth needs for cloud usage will away be servicable as we operate with ample capacity to ensure our global backbone is optimized for highly scalable, burstable workloads.

DID YOU KNOW?

You can order your Cloud Connect service in less than 1 minute, using our online portal MyCarrier!

BENEFITS IN BRIEF

CONTROL

Your traffic traverses our global backbone, bypassing the public internet. Providing a more predictable cloud experience.

FLEXIBILITY

Our pricing model accommodates your changeable bandwidth needs, with choice of 1Gbps and 10Gbps ports and freedom to change contract terms on short notice.

SCALABILITY

We have ample capacity on our backbone to support bandwidth-intensive workloads.



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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.



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Testing the Cloud

Mark Bytic, New Technologist EXFO Service Assurance

INTRODUCTION

Broadband, backbone and mobile wireless service providers see the cloud as an opportunity for growth. New applications running in the cloud drive new traffic to their network. The cloud also offers new revenues from new services that can be sold to customers. The business models for carriers and how they relate to the cloud are evolving quickly, but one fact is becoming clear: to achieve success in the cloud market, carriers must actively ensure that they offer a high quality of service to cloud consumers. The best way to assess cloud quality is to test the cloud.

A cloud is a shared computing platform available over the network used to run a variety of business or personal applications. The concept is hardly new; it has roots in service bureaus, outsourced data centers and utility computing. What makes the cloud work today is the rise of the web browser as a thin client that allows individual users to run any application, the wide availability of high-bandwidth networks, and virtualization technologies for computers, storage and networking. The cost savings, expanded reach, and improved quality gained by running an application in the cloud is proving to be a business success, as shown by the growth of cloud services into a market worth billions.



Figure 1. Cloud players: cloud users, cloud consumers, cloud providers and cloud centers

Cloud services are sold to cloud consumers who have a business need. To meet that need, the cloud consumer deploys an application to be run in the cloud for a user community. The cloud itself is driven by cloud data centers that provide an environment for running the application. The data centers provide servers, storage and

networking. User access to the cloud data centers is provided by cloud carriers. The cloud provider manages the cloud data centers and their servers, storage and networking. The carrier manages the interconnection between the user and the cloud data centers. The application may be owned and managed by the cloud consumer or the cloud provider.

The quality of the user's experience depends on both the carrier and the cloud provider. Together, they determine how well the application serves its users. The carrier manages bandwidth, latency, reachability, loss and other network key performance indicators (KPIs) that affect quality. The cloud provider manages processor utilization, storage, switch utilization and other resource KPIs that affect quality. But the KPIs that describe the quality of the service (QoS) provided to the consumer and the user are web download times, service availability, data delivery times, and other KPIs that are tied more directly to the service sold to cloud consumers. These service-oriented KPIs cannot be measured by any one actor; together, they either is determined by the business relationship between them, if they are independent, cloud carriers offer SLA guarantees to cloud providers. Cloud providers in turn offer SLAs to cloud consumers. If the carrier owns the cloud provider, then the single organization can offer the service-level agreements (SLAs). These SLAs are one factor driving carriers and providers to test the cloud.

Actor	Definition
Cloud User	A person or organization that uses and benefits from the cloud.
Cloud Consumer	An organization or person that buys services from the cloud provider to use or run an application.
Cloud Provider	A person or organization that provides a cloud service.
Cloud Center	A communications service provider that provides connectivity and transport between users and the cloud or within the cloud.

Table 1. Cloud actors

In this complex business environment, carriers have strengths. First, they own the network that connects users to the application running in the cloud. Second, they provide the circuits that connect cloud data centers to the Internet and each other. Third, they can provide the security and privacy customers want through dedicated circuits or virtual private networks that isolate one customer's traffic from another's. Finally, they know how to offer a high-quality service backed by the guarantees of an SLA.



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