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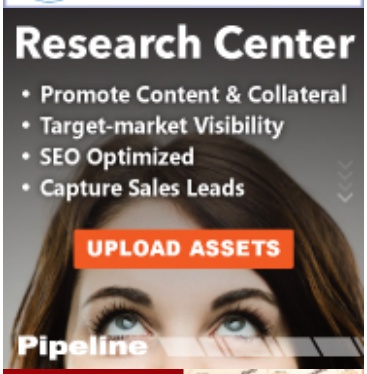

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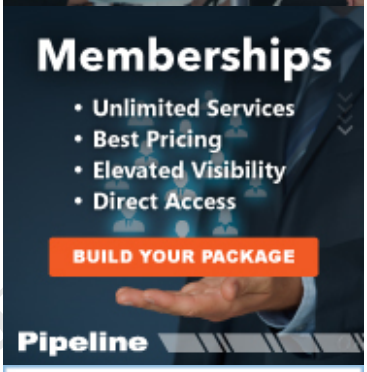

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Featured Content

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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.

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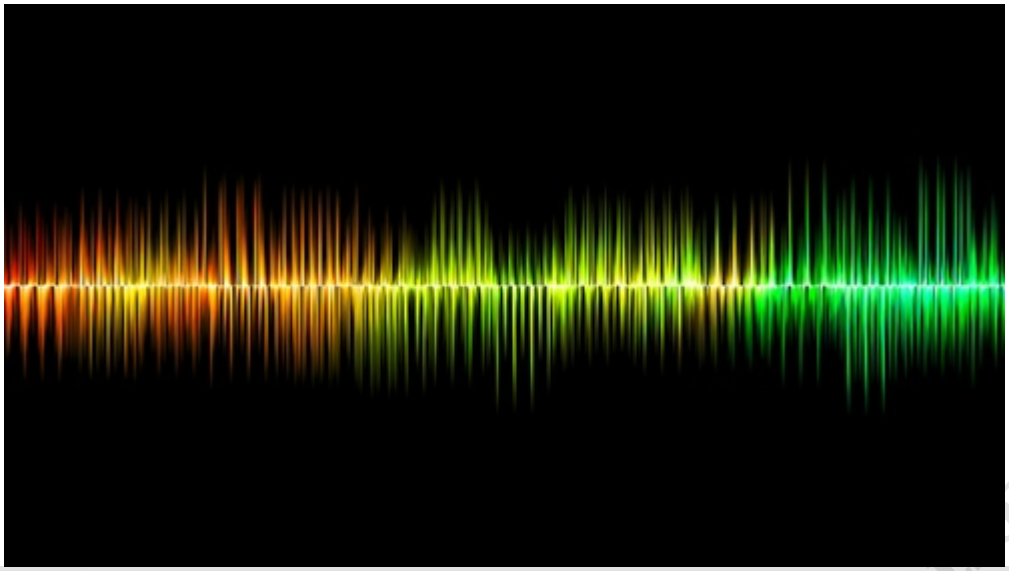
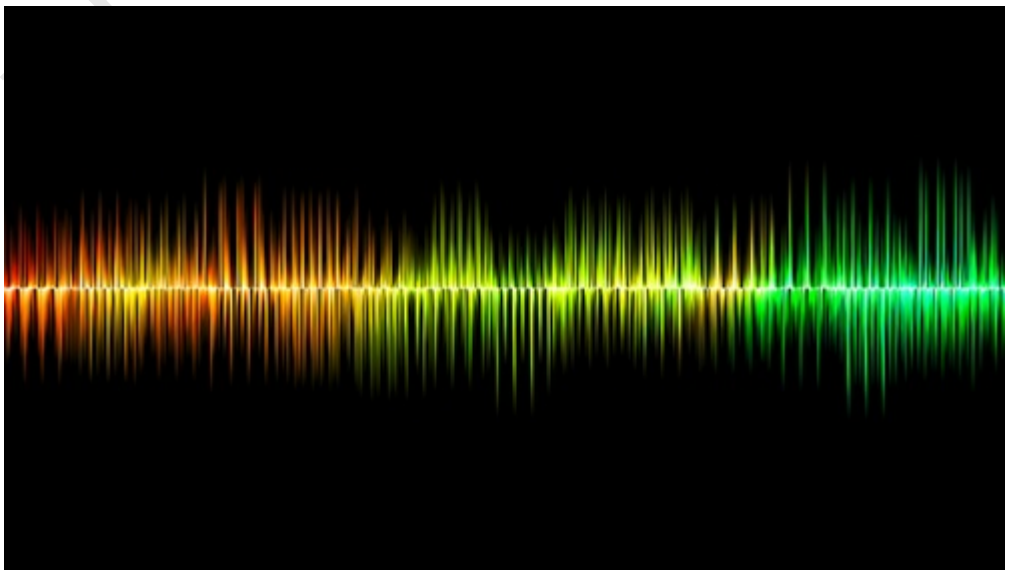


Predicting Colonial Pipeline: Mitigating Risk and Compliance

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.



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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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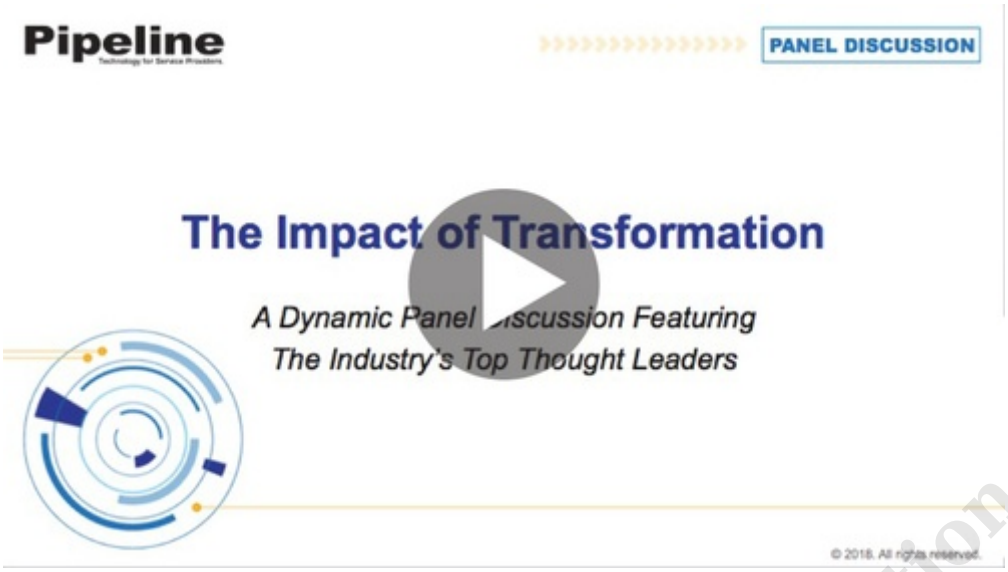

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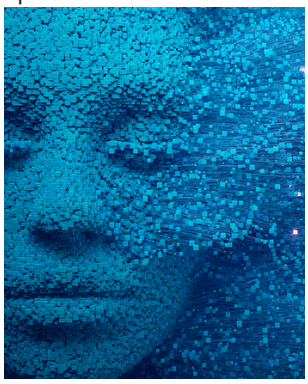

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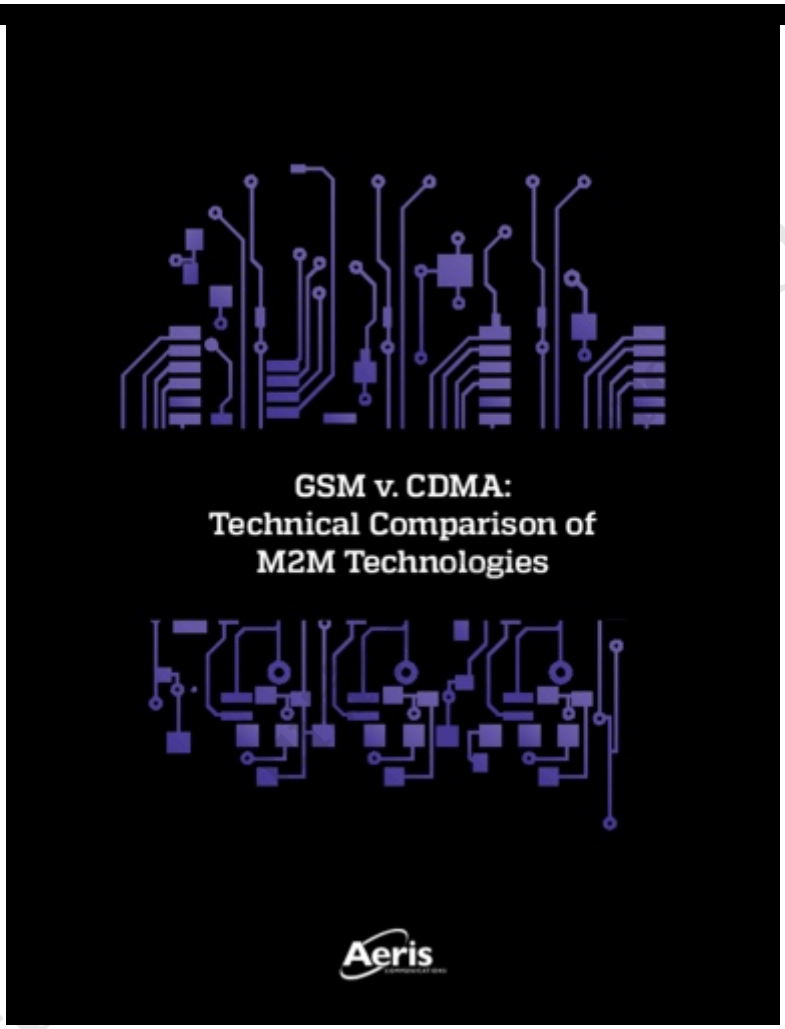

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CHR Solutions

Making it work and making a profit are the two greatest challenges IPTV service providers face.
From building your network to billing for service, CHR is with you every step of the way.

IMPROVE INTEGRATION

Whether you're integrating legacy and next-gen systems or middleware and B/OSS, the variables of IPTV implementation are vast. With more than 60 years serving communications service providers in every capacity of their business, CHR has the expertise and resources to simplify your IPTV experience. Our holistic approach and experienced team work with you to weave together the many elements necessary to make IPTV work.

PROMOTE PROFITABILITY

As competition escalates and regulatory support declines, the battle for profit becomes ever more crucial. Discover new ways to increase profits margins and drive new revenue by leveraging CHR's cross-discipline philosophy and comprehensive service offerings. CHR's Integration Services and In-Home Wiring team will help you speed time to market—more quickly realizing returns on your investments and improving customer retention with professionally provisioned home networks. Create an unparalleled customer experience with MediaplX™—reducing churn and raising ARPU.

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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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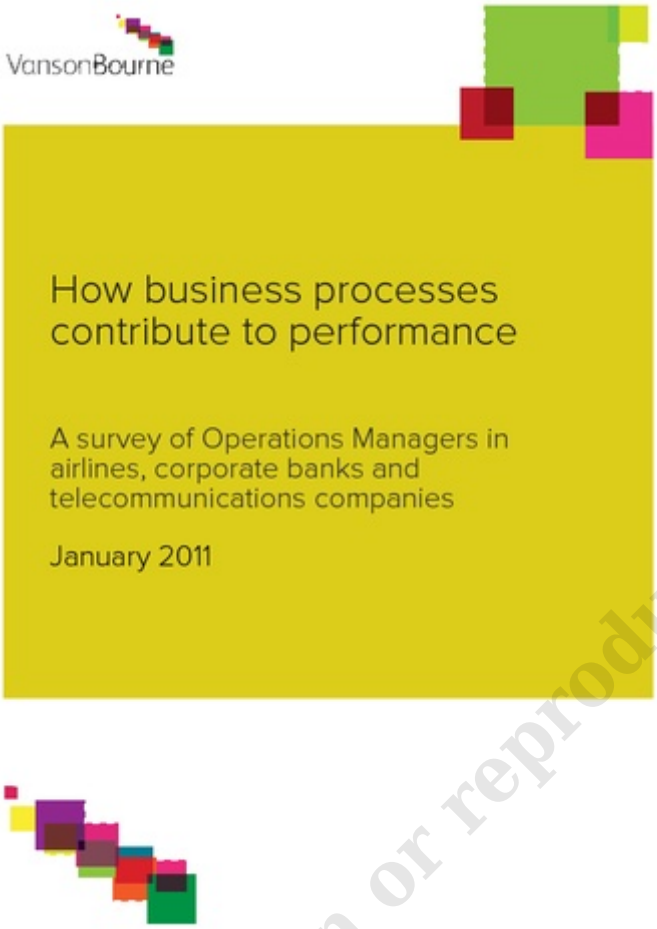

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CSG Point-of-View: The Promise of Television Commerce

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

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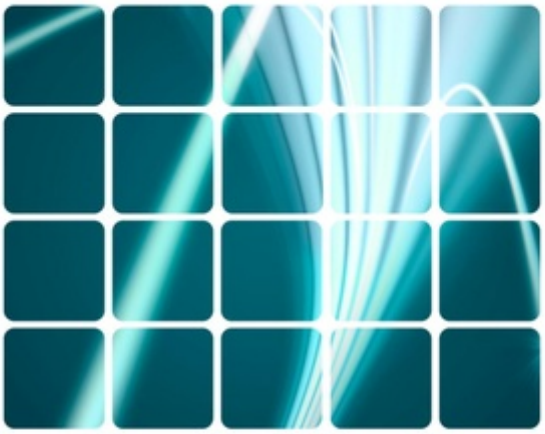

LTE and Offline Charging: Driving the Need for a **Lower Total Cost of Mediation**

WHITEPAPER, BY ROBERT MORRISON

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PERSONALIZE & IMPROVE THE CUSTOMER EXPERIENCE

MATRIXX SUBSCRIBER POLICY & CHARGING SYSTEM

MATRIXX Subscriber Policy & Charging System (SPCS) integrates the use of subscriber policies and preferences with sophisticated online charging to drive emerging business models to success in the Telco 2.0 era. It takes policy management and online charging to the next level by providing operators with a single, flexible way to control and charge for network traffic, combining it with subscriber preferences that both enforce fair usage and empower the subscriber to have visibility and control over their spending. This comprehensive view enables service providers to create new real-time relationships with their subscribers that are more personalized and profitable than those of today's market.

MATRIXX subscriber policies interact with customer pricing and products to provide a better level of visibility, more control and real-time service interaction for subscribers. By enabling them to set their own preferences, controls, notifications and spending limits, service providers can offer more personalization, better visibility, and highly differentiated products and services.

Personalization Drives Differentiation and Loyalty

In the era of instant information, twitter, 24 hour news channels, and almost ubiquitous Internet connectivity, subscribers expect the same visibility and access to information about their spending on communications services as they do on their credit card or iTunes account. As devices and applications grow in availability and capability, it becomes more critical that subscribers understand and control how and when they use services and what factors impact how they are charged for services. By providing subscribers the ability to set preferences on service access, spending limits, balance sharing, quality of service, and other factors, service providers can drive a more meaningful subscriber relationship resulting in stronger customer loyalty.

In many markets today, mobile penetration is approaching saturation. In some markets, penetration is more than 100% as subscribers own multiple devices. In this highly competitive climate, the only way to attain a new customer is to take one from your competitor. While exclusive or bleeding edge devices traditionally drove service provider differentiation, current economic conditions have resulted in consumers placing higher value on family plans, bundles, pricing, self-care and spend management features. A host of retailers are also flooding the market with low end offerings. The result is that traditional 'one size fits all' service offerings do not provide the level of differentiation required to attain and maintain subscribers.

With MATRIXX, subscribers can choose to set spending controls, policies and preferences to personalize their offer and drive a more subscriber-oriented experience. They can set spending limits and notifications at the service level such as setting a higher level of spending for email than for Web browsing. Subscribers can limit access to specific services or limit usage to certain hours of the day. They can also set policies on how balances are shared among devices or family members.

Additionally, service providers can set policies that impact service usage or pricing to enforce fair usage, reward their best customers, or encourage subscribers to use high bandwidth services when network traffic volumes are low. Information about credit score, historical spending, or customer status can influence how services are priced and charged for.

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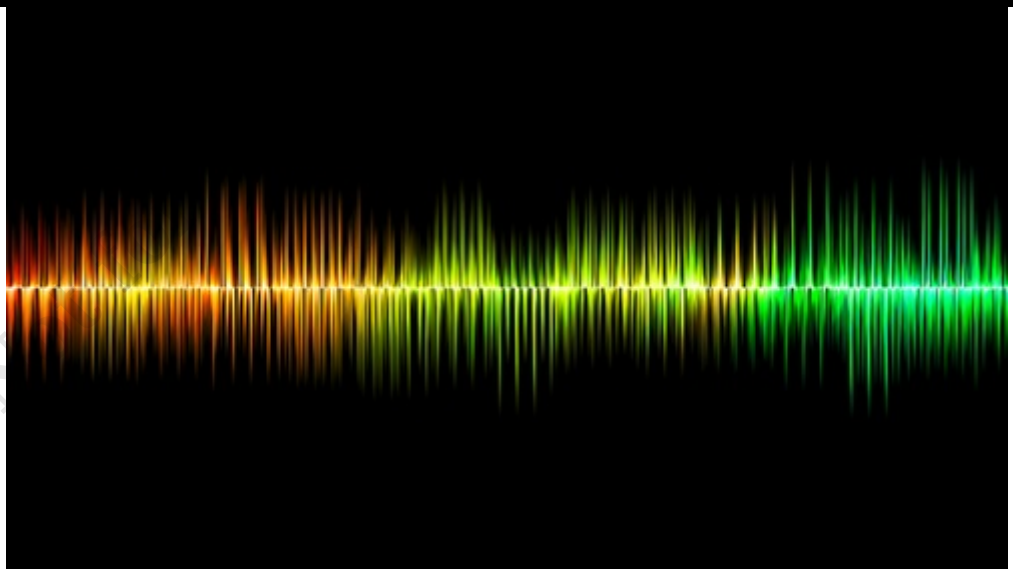

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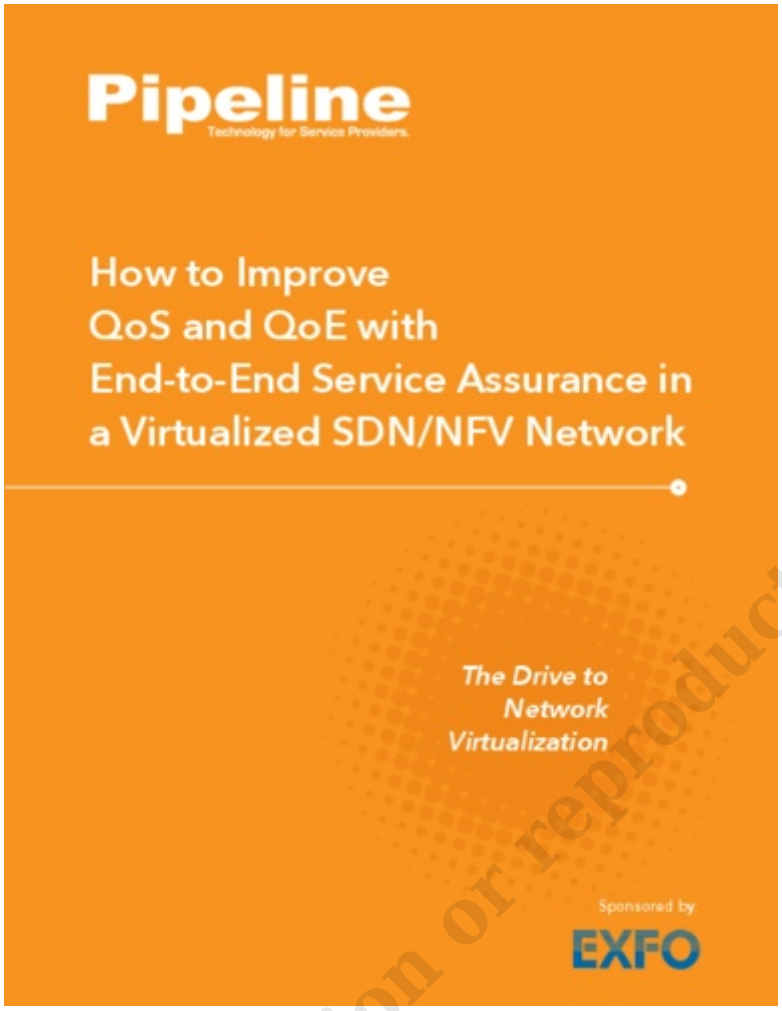

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Info Directions Maintains Gold Certified Status in Microsoft Partner Program

VICTOR, N.Y. (March 10, 2009) — Info Directions, leading provider of net-centric billing, rating, order management, workflow and selling solutions for communications service providers, is pleased to announce it has maintained Gold Certified status in the Microsoft Partner Program with a competency in ISV/Software Solutions.

Recognizing Info Directions' expertise and total impact in the technology marketplace, the Gold Certification ensures Info Directions has demonstrated expertise with Microsoft technologies and has a proven ability to meet customers' needs. Microsoft Gold Certified Partners receive a rich set of benefits including access, training and support, giving them a competitive advantage in the marketplace.

"Solutions Competencies are an important way for Microsoft to better enable ISVs to meet customer needs," said Sanjay Parthasarathy, corporate vice president of the Platform Strategy & Partner Group at Microsoft. "They allow ISVs to keep and win customers with their deep knowledge of solutions-based Microsoft platform technologies. Microsoft has a long history of working closely with ISV partners to help deliver compelling solutions and applications to our mutual customers, and the Solutions Competencies are an important step in continuing to enhance vital relationships with ISVs worldwide."

The Microsoft ISV/Software Solutions Competency recognizes the skill and focus partners bring to a particular solution set. Microsoft Gold Certified Partners that have obtained this competency have a successful record of developing and marketing packed software based on Microsoft technologies.

"We are extremely pleased to have maintained Gold Certified Partner status in the Microsoft Partner Program. Our organization is focused on developing products and services that support the evolution of the rapidly changing communications market, so we make it a priority to participate in the Microsoft Partner Program at the highest level," said Tim Wrona, Vice President of Product Marketing at Info Directions. "Being a Microsoft Certified Gold Partner helps us meet our commitment to our clients by giving them the products, tools and services they need to leverage new opportunities and compete more effectively in the communications market."

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Media(n)™ — a seamless IPTV interface that synchronizes all the elements of your IPTV ecosystem in order to streamline back office operations and drive revenue.

A Seamless
IPTV Interface

Designed to interface seamlessly with your B/OSS and Microsoft® Mediaroom™, Media(n) provides a true end-to-end automated experience for provisioning and activating services. Rather than struggling through the complexities and uncertainties of IPTV integration, Media(n) is a predictable solution that ensures successful integration.

- PPV/VOD processing
- Credit limit management
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Implementing a Scalable, Common Element Management System for Large Multi-Vendor Networks

Verizon Business and Nakina Systems Case Study

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

Service Delivery Challenges

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

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

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

Operations and Integration Challenges

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

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

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

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

Nakina Systems

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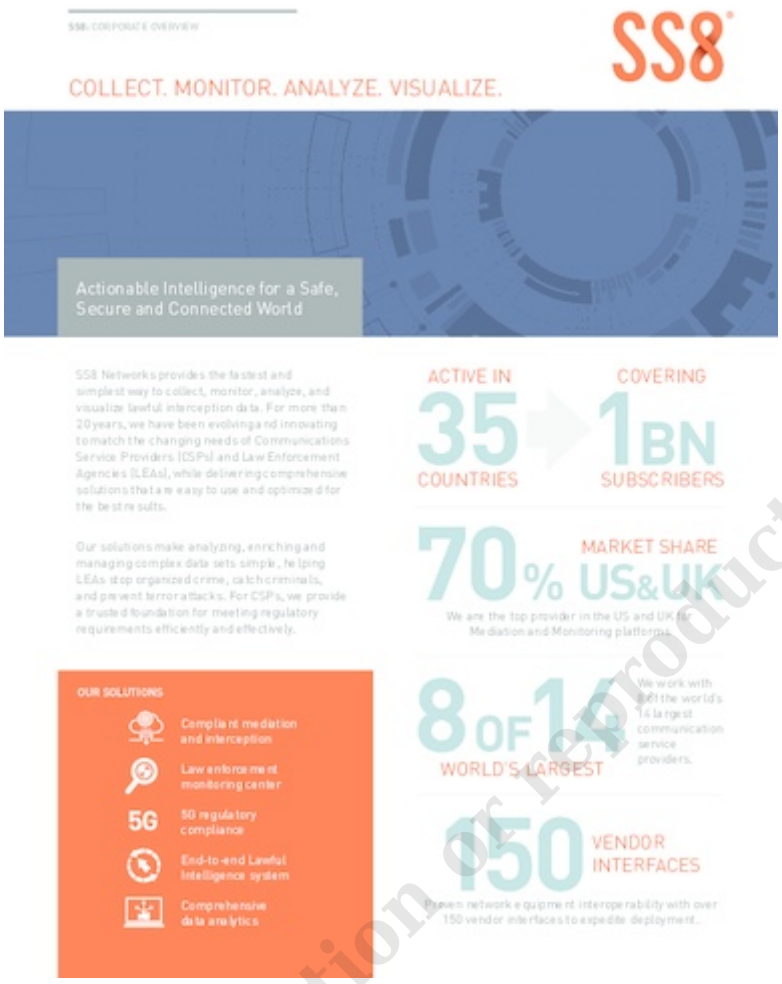

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