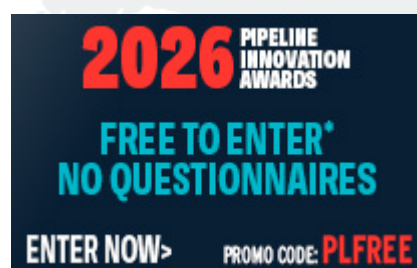


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Telecom & Technology News
Article Index



DEVELOPING THE WORKFORCE
FOR TOMORROW'S NETWORK
WITH: SCTE
a subsidiary of CableLabs®

FLEXIBLE
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NGSO
GROUND
SEGMENTS

THE
REGIONAL
AI+DATA
CENTER
REVOLUTION



INTELLIGENT INVENTORY FOR AIOPS
NETWORK HELP CENTER GENAI RISK
UNIFIED NETWORK OBSERVABILITY

SCALING WITH
INTENT
BASED
AI-NATIVE
NETWORKS
FROM: ERICSSON

AI & WI-FI 7 FOR
SELF-DRIVING
NETWORKS
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BRIDGING THE
MIDDLE
MILE
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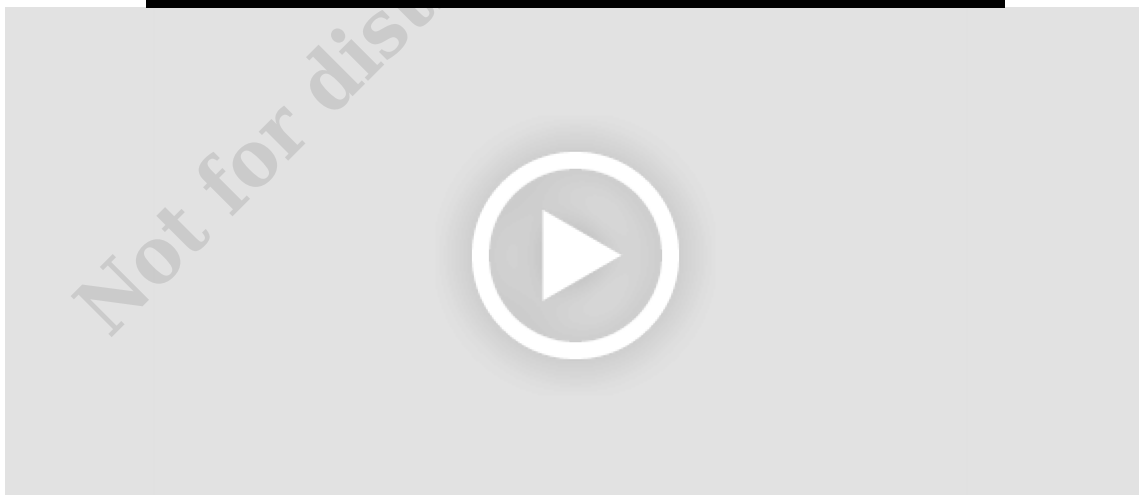
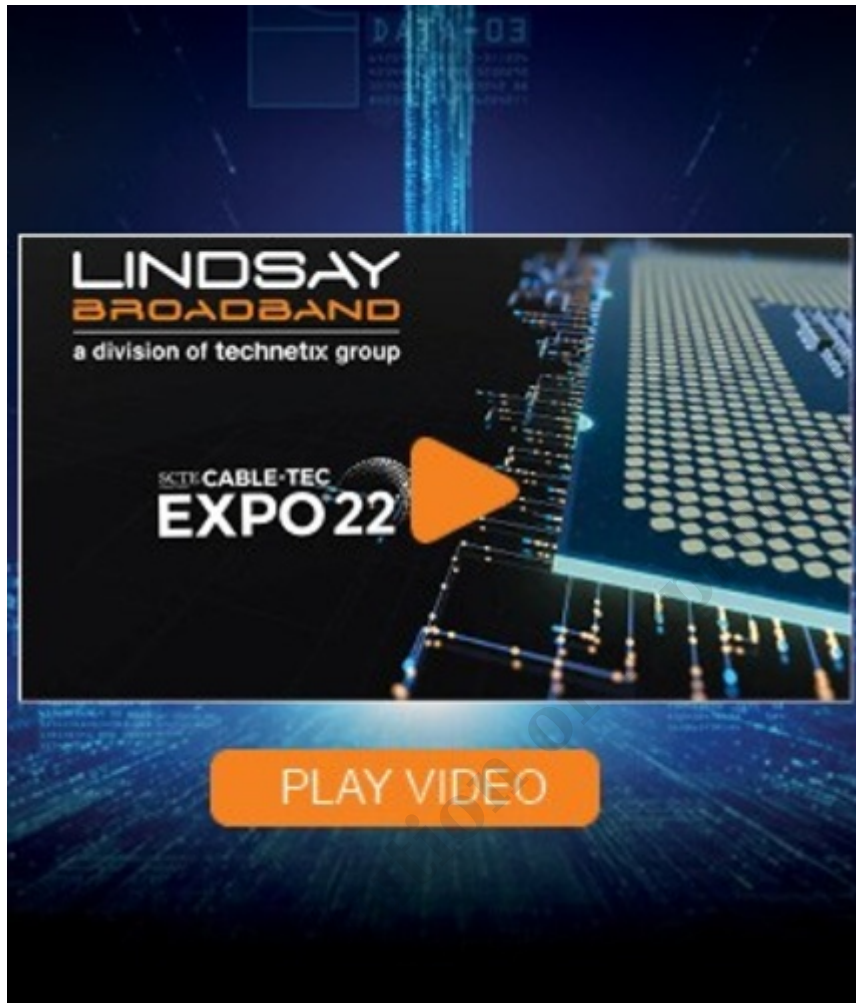
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SAP Acquires SmartRecruiters

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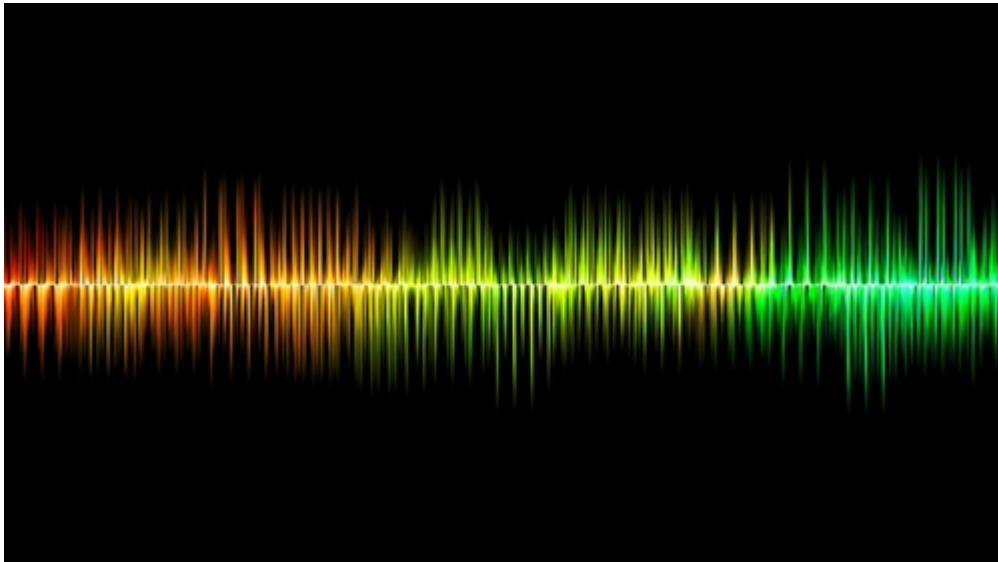
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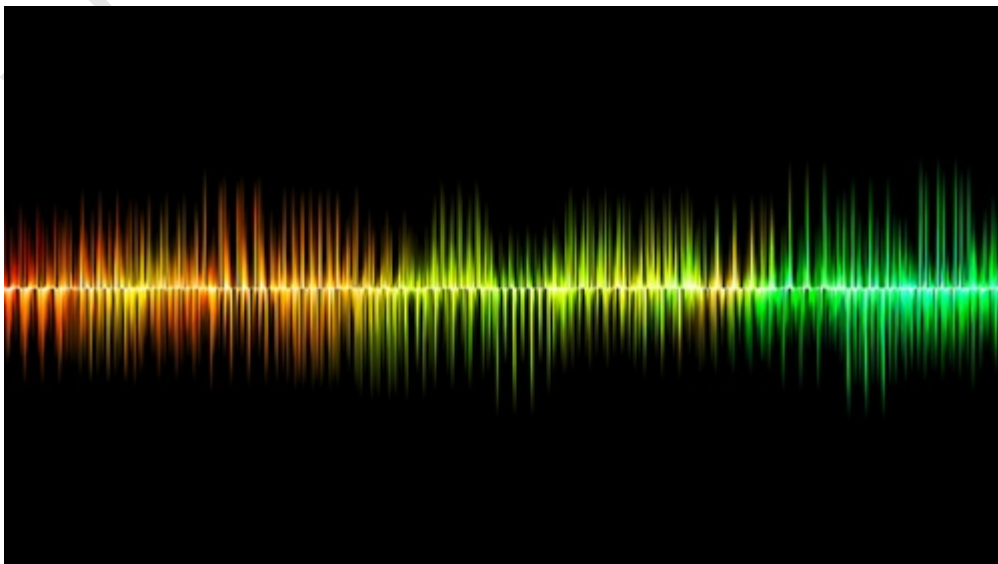
End-to-End Solutions for Broadband Networks

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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The Impact of Transformation

*A Dynamic Panel Discussion Featuring
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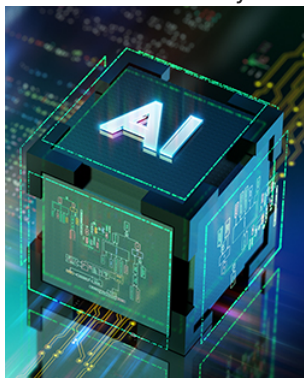
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Preparing for Agentic AI



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Pulse INP

Comprehensive End-to-End Revenue Assurance

REAL-TIME INTELLIGENT ROUTING FROM AN INDUSTRY PIONEER

SAVE on local and LD costs

ROUTE based on best value

PEER with partners

ENABLE policy-based routing

ADDRESS number portability

NEGOTIATE with suppliers

ENSURE quality of routes

RECONCILE billing records

EMPOWER decision making

```
graph TD; INP((PULSE INTELLIGENT ROUTING)) --- RBV(Route Based On Best Value); INP --- PWP(Peer With Partners); INP --- EPR(Enable Policy Based Routing); INP --- RBR(Reconcile Billing Records); INP --- ANP(Address Number Portability); INP --- ANS(Add New Suppliers); INP --- EQOR(Ensure Quality Of Routes); INP --- NWS(Negotiate With Suppliers);
```

The Pulse Intelligent Network Platform (INP) offers advanced analytics into supplier diversity, margins, and profitability. It enables real-time margin assurance by centralizing and automating routing policies and network control. Pulse addresses unique requirements of the interconnected team to negotiate better rates, increase the number of suppliers, lower costs, and improve operating margins. For the Network Operations team, Pulse INP can deliver the ability to translate several hundred rate decks from one or more suppliers, in disparate formats, into real-time switch routing actions. It also prevents revenue leakage by providing the ability to apply routing policies in real-time, bypassing or overriding routes, or diverting suspected incoming traffic for specialized handling. Pulse empowers key decision makers with valuable network insight to make informed and timely decisions.

Modular, flexible, real-time solution

Pulse is an industry pioneer in real-time, intelligent least cost routing solutions. Pulse is flexible, modular, and can be scaled to meet the growing needs of your organization. Start with basic least cost routing and add new modules as your needs grow.

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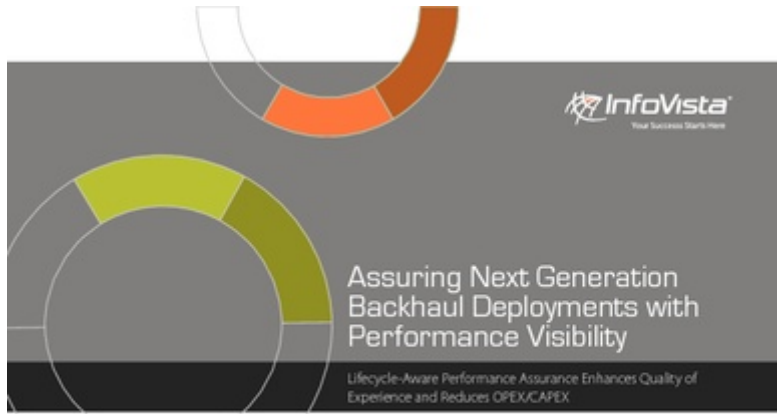
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CASE STUDY

Total Cost of Ownership for M2M Deployments: A Real-World Case Study

Opaque pricing and hidden costs from using traditional MNOs & MVNOs can lead to nearly 2x the TCO





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Order-to-Cash Billing Services

Cycle30 provides a completely hosted platform for scalable and reliable converged billing. It includes convergent charging, rating and balance management for existing and emerging services across a variety of markets.

Unlike a traditional billing system you need to deploy, maintain and host yourself, the Cycle30 order-to-cash platform is ready today, so you can get to market quickly.

Order-to-Cash Services

Today's operator needs to focus on acquiring and retaining customers and delivering service. Your operations rely on accurate, timely revenue assurance.

From the moment of customer contact and order, the Cycle30 platform supports your operation by managing and accounting for the revenue associated with your products and services, all the way through invoicing, reconciliation and collections.

At the start of your interaction with customers, Cycle30 provides connections for core sales activities such as channel sales and retail commission tracking.



CUSTOMER MANAGEMENT

Manage your customer interactions via integrated systems in the Cycle30 platform. The Cycle30 Customer Management suite enables the major account management functions below.

- Account Management
- Order Entry
- Credit Checking
- Bulk Ordering
- Contract Management
- Serviceability

SERVICE FULFILLMENT

Cycle30 provides pre-built workflows and integration to LMR the order upon completion.

- Order management
- Activation
- Inventory management
- Workforce management

BILLING AND REVENUE MANAGEMENT

The core of the Cycle30 platform ensures your revenue stream is completely covered, from customer credit workflows to invoicing and collections.

- Product catalog
- Enterprise Mediation
- Rating & Pricing
- Post paid Billing
- EBR
- Billing
- Collections
- Invoicing
- Reconciliation
- Clearinghouse Reconciliation
- Financial Reporting

SERVICE ASSURANCE

Cycle30 service assurance helps you maintain your customer's service, diagnose issues, and ultimately drive revenue assurance.

- Troubleshooting Tools
- Usage Data Collection

BUSINESS INTELLIGENCE

Unlock the business intelligence inside your converged billing data, and better understand your customer's habits, trends, purchasing behavior and needs, as well as where to focus your efforts.

- Data Quality
- Real-Time Data Warehouse
- Ad-Hoc Queries
- Financial, Operational, Marketing, Subscription and Invoicing Reports

INTEGRATIONS

Cycle30 provides a large set of pre-set workflows and integrations to LMR orders upon completion. In addition, specific integrations can be customized beyond the integrations below.

- Business to Business
- Financial Reach
- Content Providers
- Point-to-Point
- API
- Other Third Parties

Cycle30 | 710 2nd Avenue, Suite 1200 | Seattle, WA 98101 | Cycle30.com | 1-877-970-9955
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Rethinking Communications to Improve Retention

Transitioning from campaigns to ongoing dialogues

WHITEPAPER
COMMUNICATIONS

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





**Know Your Customers, Keep Your
Customers: Five Key Benefits of
Using Automated Surveys to
Gauge Customer Satisfaction**

CSG International | September 2011

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Brochures

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 underserved 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.

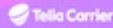
Modular, flexible, standards-based solution

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.



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Case Studies



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 underlay 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 structured tiered 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 new 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
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OUR
SD-WAN SERVICE**

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Reports

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



Whitepapers





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 InStat 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 OTS providers have a clear advantage in leveraging T-commerce models to settle 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 OTS 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 OTS 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.



The Sky's the Limit: Ten Reasons Why Now is the Time for Cloud

A Whitepaper

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Convergys Perspective Paper

4G Services: Getting pay for play

Insights and new survey data on leading communication service providers' 4G strategies

ENGINEERING SERVICES

**DATA DRIVEN. RESULTS ORIENTED.
YOUR BROADBAND SUCCESS.**

Rural America needs access to broadband. But closing the digital divide can be complicated—and with so many service providers facing increased competition, mounting costs, supply chain issues and eroding revenues, you need more than a quick fix.

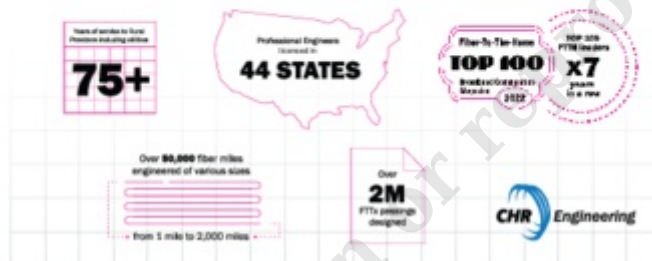
CHR Solutions has the technology and the expertise to help you make informed decisions that enable you to get the job done efficiently, on budget and on time. From feasibility studies to network design to construction, we partner with you every step of the way to optimize your operation and increase your speed to market.

“

CHR helped to train and guide us through the fiber-to-the-home design, engineering and permitting processes. They have become my go to liaison with city, county and state permitting authorities. If you want to work with people that are willing to help and get your foot in the door in your state right-of-ways, I highly recommend CHR (they even do wireless & tower engineering too)!

- Jason Pond, CEO, Grizzly Broadband, LLC

Our Experience. Your Advantage.



MARKETING PLANNER WORKSHEET

Use the Pipeline Marketing Planner to create an integrated program to achieve your annual marketing objectives and corporate strategy. Select the brand building, lead generation, thought leadership, and content creation services that will propel your company to new success. Plan the timing of these activities to coordinate with the issues of Pipeline that align to the topics most important to your company.

STRATEGIC MARKETING OBJECTIVE	UPCOMING ISSUES											
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Cover Page Logo	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
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Webinar Participation	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Pipeline Guest Speaking & Event Support	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Pipeline Guest Blogging	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
LEAD GENERATION:												
List Rentals with Lead Reports	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Direct Contact Advertising	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Resource Center Asset Hosting	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Content Distribution and Syndication	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Spotlight Articles	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Sponsored Articles	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Digital or Physical Article Reprints	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
ICT Executive Summit	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Webinars with Extended Lead Generation	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Marketplace Directory Listing	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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