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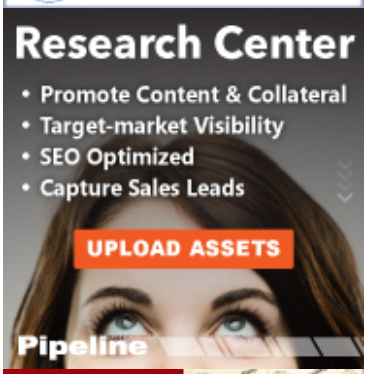

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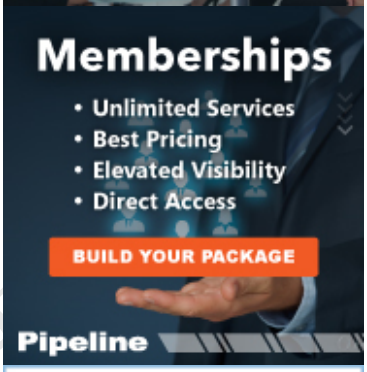

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End-to-End Solutions for Broadband Networks

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.

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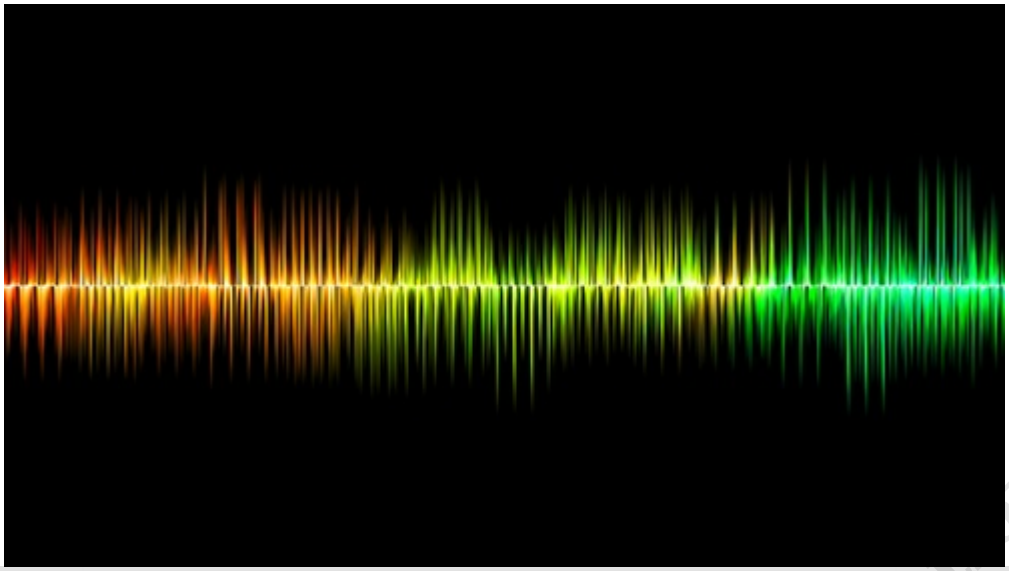
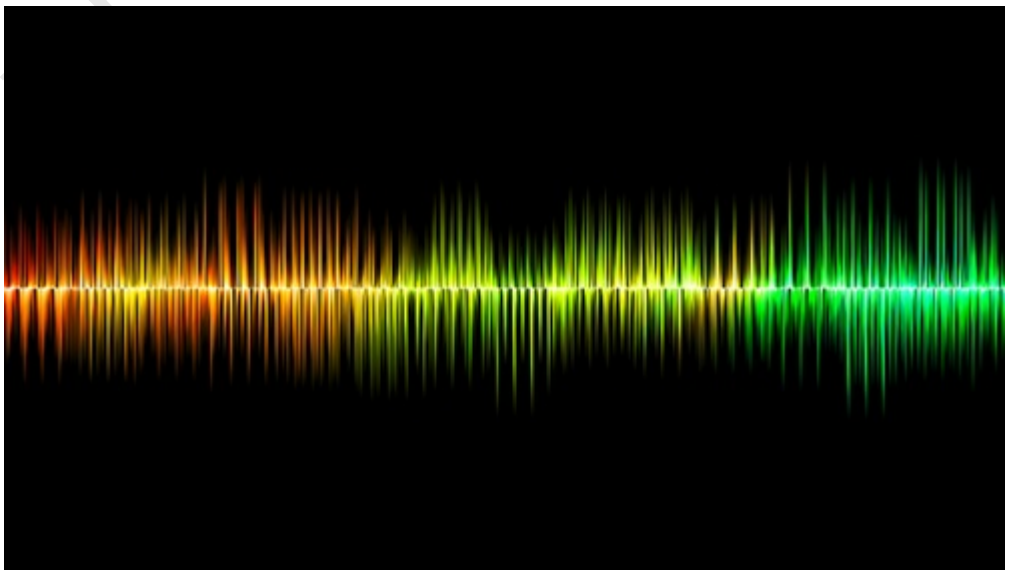


Predicting Colonial Pipeline: Mitigating Risk and Compliance

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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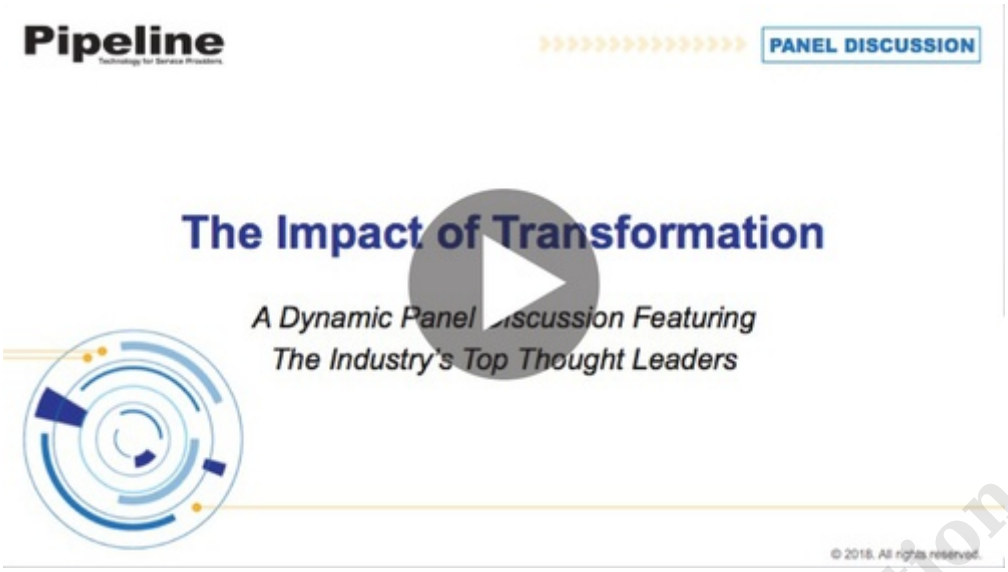

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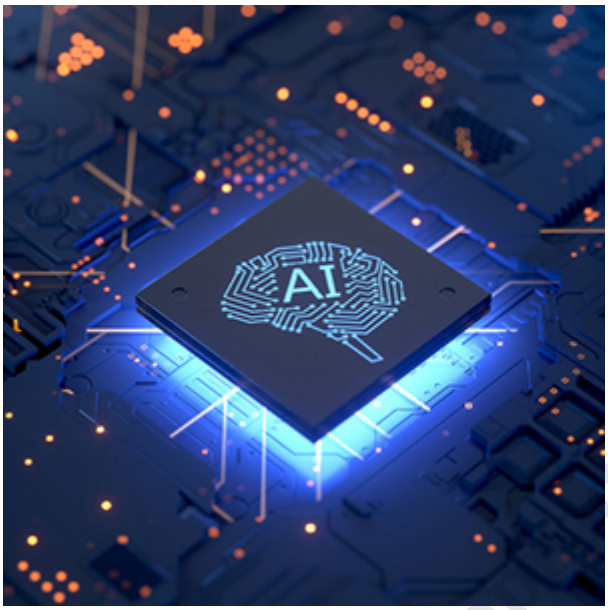

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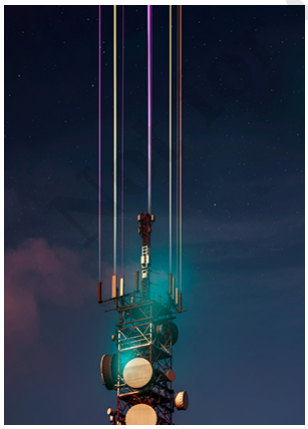

5G NTN Satellite Networks

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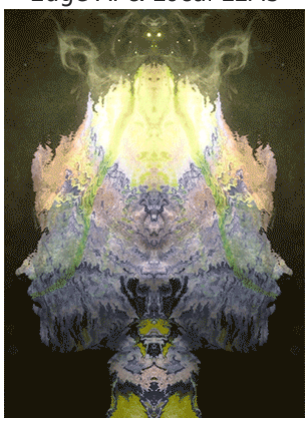

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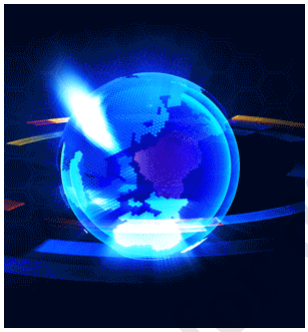

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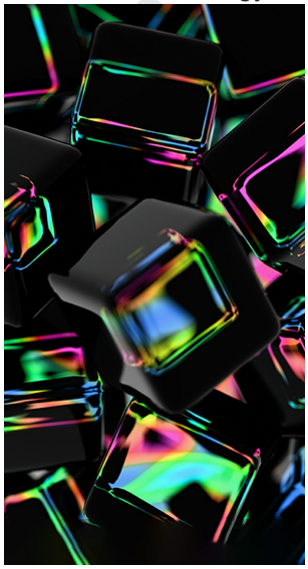

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Acumen CPQ™ Overview

Configurable CPQ built for the Digital Communications Service Provider.

Acumen CPQ is a powerful Product Catalogue and Configure, Price, Quote tool for Service Providers of all sizes – enabling an interface for both the Sales and Engineering teams, and the Enterprise Customer. It is an intuitive and easy-to-use shopping-cart style quotation tool that is rules and role driven for both sales teams and end-customers. It is fully configurable with a powerful admin section and comes with 30+ out of the box features.

Acumen CPQ™ | Core Capabilities & Features

Super Admin Capabilities

- Products
- Price Query
- Reports
- Product Configuration
- Manage Roles and Workflow
- Configure Generic SOF Parameters
- Configure Supplier
- Customer Association
- Local Loop Margin/ Tax
- Currency Conversion
- Notes Configuration
- Manage Widgets
- Useful Information

Core Features

- Guided, shopping-cart style sales UI.
- Configurable product catalog supporting wide range of telecom products.
- Configurable products and rules to support non-standard pricing.
- Meaningful role specific dashboards and reports.
- Roles and permissions-based access to features.
- Multi-currency support and currency conversion.
- Accurate and customizable pricing.
- Customer specific rate cards.
- Configurable discounts that can be customized for individual user roles.
- Quick quote generation.
- Quotation version management.
- User friendly UI with the ability to create quick copies/clones of line items and quotes.
- Extensive audit logs.
- Get prices for multiple bandwidths and contract terms in a single click.
- Quick quote comparison for option analysis – create multiple copies of quotes with minor differences.
- Google maps based local loop pricing UI.
- Country and vendor specific tax and margins for local loop pricing.
- Third party vendor management.
- Support of last mile pricing within the product database as well integration capability with third party providers.
- Capability to host millions of local loop building lists and prices within the product database.
- Real time margin analysis.
- Automated and configurable pricing approval workflows.
- Benchmarking data for competitive pricing.
- Ability to present bundled prices in customer quotation.
- Parent-child relationship in related products.
- Sales funnel and quotation data reports, price query reports.
- Third party supplier management module.

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Integrating to Mediaroom: Using Media(n) to Simplify the Experience

A White Paper

Document Version: 1.0
Date: July, 2011

Author: Fredel Thomas, Director of Product Management

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Stratecast | FROST & SULLIVAN

August 2012

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Stratecast Analysis by
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OSS/BSS Global Competitive Strategies (OSSCS)
Volume 13, Number 06

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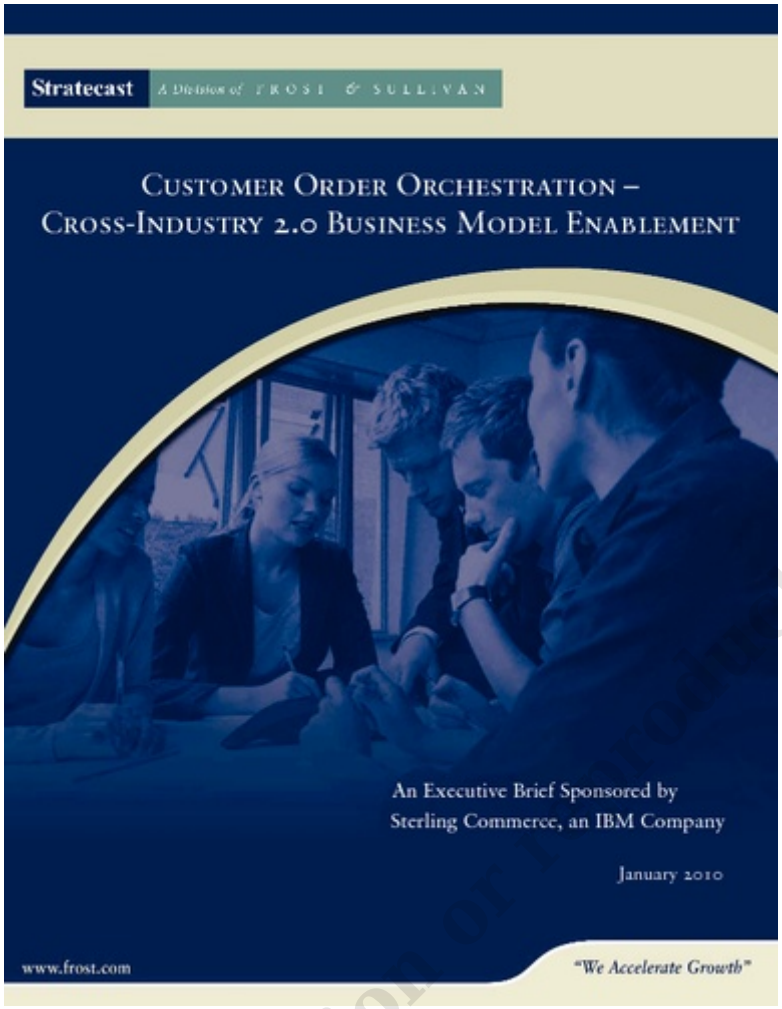

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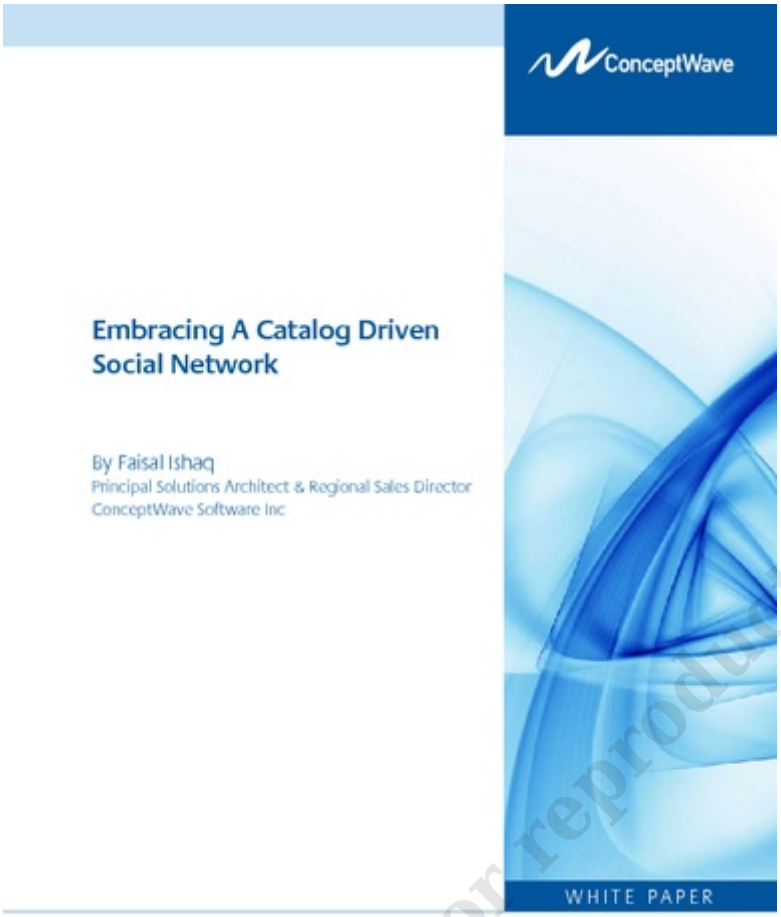

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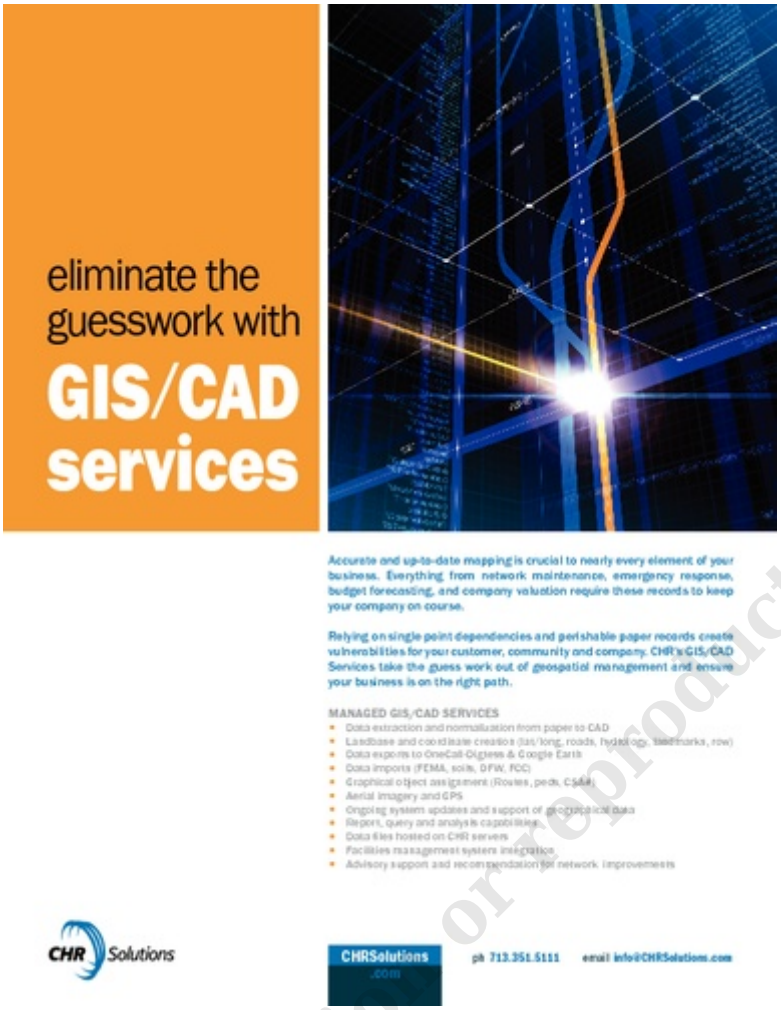

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White Paper 023

Testing the Cloud

Mark Sylor, 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.

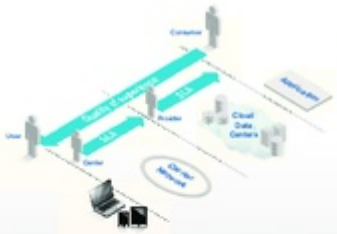

Figure 1. Cloud players: cloud users, cloud consumers, cloud providers and cloud carriers

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 (SLA). 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 Carrier	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.

EXFO | Assessing Next-Gen Networks

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ADVA

SOLUTION BRIEF

Distributed cell site gateway from ADVA and Edgecore

Open and disaggregated path to 5G infrastructure

As innovation and growth in packet and wireless networks continues to accelerate, communication service providers (CSPs) and mobile network operators (MNOs) no longer have time to wait for their vendors to come up with higher capacity devices that meet the latest requirements. Now there's a new way to grow networks that combines the agility of software-based feature development with the performance and economics of bare-metal switches. Building a network for 5G access is now as simple as selecting a hardware component with higher capacity and installing the network operating system (NOS). And to help, ADVA and Edgecore have combined forces to deliver a disaggregated cell site gateway (DCSG) solution that provides the required features in an open and multivendor fashion.

Meeting the bandwidth demand in 5G

Access speeds will increase dramatically for 5G networks, and base stations will move from 1GbE to 10GbE and 25GbE uplink interfaces. Backhaul networks must rapidly grow to 100Gbit/s aggregated capacity. MNOs need to design and operate these higher-speed networks with proven technologies and established processes. At the same time, MNOs need to make their networks much more agile to unleash the power of 5G new radio (NR). They need to move from hardware-centric, static networks to software-defined architectures. With the latest software-defined networking (SDN) and network functions virtualization (NFV) network technologies, disaggregated radio architectures and networking are paving the way for open, agile, and efficient mobile ecosystems.

Moving from closed to open

MNOs and CSPs want to break open single-vendor silos to increase competition and reduce cost. That has led to increasing interest in disaggregated networking with packet network devices implemented as white box switches and open network operating systems. That's why the Telecom Infra Project (TIP) defined the DCSG as well as OpenRAN. Both are essential to supporting the move to next-generation radio architectures.

According to TIP's DCSG Technical Specification, the DCSG is "an open and disaggregated platform based on commercial off-the-shelf components and

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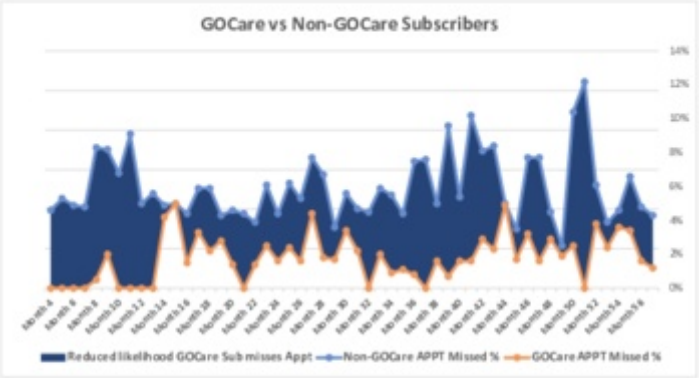
Missed Appointment Analysis



When possible, it makes sense to compare the behavior of a customer opted in to GOCare vs customers that are NOT opted in to GOCare. Prior to the GOCare deployment, this operator averaged roughly 6% -8% of subscriber appointments as "no access". AFTER the GOCare deployment, GOCare subscribers were routinely below 2% of subscriber appointments as "no access" or 70% fewer missed appointments for GOCare subscribers. As the opt-in rate increased, GOCare was successful in dramatically reducing the overall missed appointment rate. At an estimated $150 cost per truck roll, the savings in missed appointments more than covered the cost of the GOCare offering.

Potential OpEx Impact:

Missed Appointment Analysis: Calculate an estimated 8% missed appointment KPI monthly, multiplied by an assumed $150/truck roll. A 70% reduction in missed appointments represents an EBITDA improvement of significant revenue annually.

In addition to the savings of OpEx, assuming the "no access" improvement applies equally to new installs, the improved completion ratio will ***accelerate revenue*** at improved margins.

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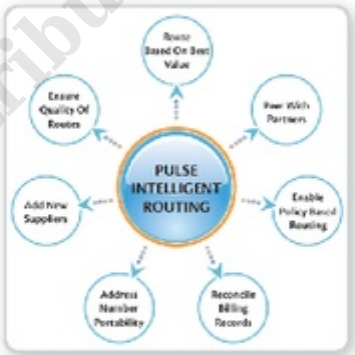
Pulse INP Comprehensive End-to-End Revenue Assurance

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



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 Interconnect 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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The Commercial Market Opportunity For

(Non-Tier 1)

Cable MSOs

A whitepaper covering the current industry, opportunities, and requirements for a non-Tier 1 Cable MSO entering the business services market.

Completed March 1, 2012

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cycle30
we empower

Company Fact Sheet

About Cycle30
Cycle30 provides hosted order-to-cash billing services for telecom, cable and utility operators in North America. Cycle30 is a subsidiary of GCI, Alaska's largest telecommunications and cable provider (NASDAQ: GNCMA).

Over 10 years, the Cycle30 organization helped transform GCI from a multi-product carrier of disparate services to a truly converged operator of bundled telecom services, consolidating nine billing systems, and increasing operational efficiency and competitive agility. The Cycle30 platform also enabled GCI to improve product strategy and successfully merge consolidate multiple providers under a common billing/OSS system.

Proven over years of real-world operator experience with GCI, the Cycle30 organization now operates as a separate company, offering its converged billing platform as a hosted service to small-and-medium-size converged operators everywhere.

Cycle30 Services
Around its core billing engine, Cycle30 has integrated leading commercial software for ordering, provisioning and business support. This makes the Cycle30 hosted platform the only one of its kind in the world, with all the ordering, provisioning, billing and back-office revenue systems a converged provider needs for a complete order-to-cash system.

Management
Jim Dunlap – *President*
Ariel Baird – *Business Operations*
Andrew Dunn – *Application Architecture*
Wendy Gonzalez – *Products + Services*
Jeth Harbinson – *Global Sales*
John Hegarty – *Service Delivery*
Isaac Szymanczyk – *Communications + Marketing*

Operations
Cycle30 manages all operations from its headquarters in Seattle. The primary data center is located in Aurora, Colorado, with recovery and on-demand data centers in Scottsdale, Arizona and Philadelphia, Pennsylvania.

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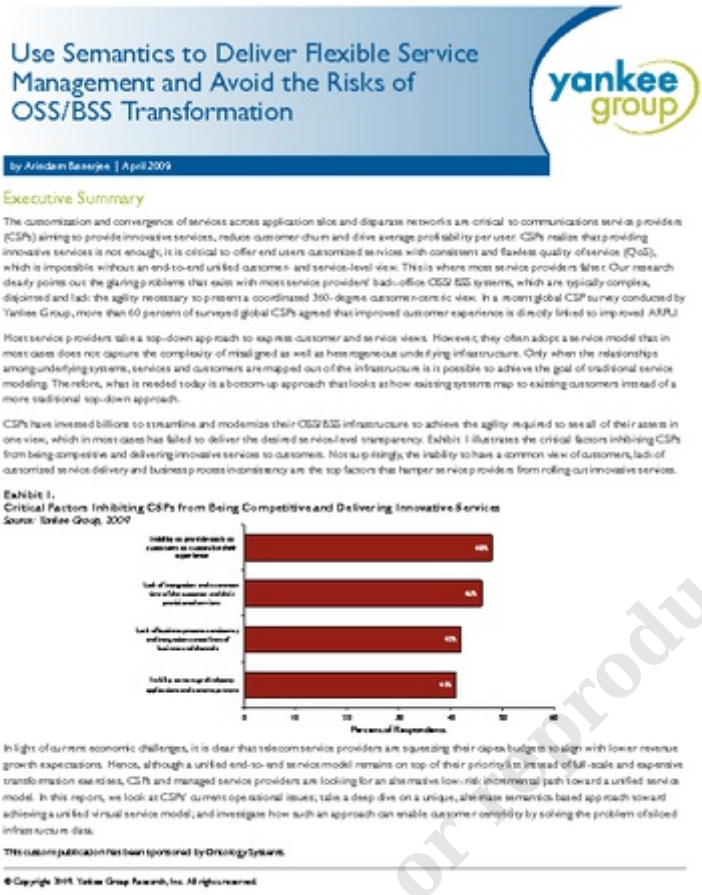

Use Semantics to Deliver Flexible Service Management and Avoid the Risks of OSS/BSS Transformation

yankee group

by Arindam Banerjee | April 2009

Executive Summary

The customization and convergence of services across application silos and disparate networks are critical to communications service providers (CSPs) aiming to provide innovative services, reduce customer churn and drive average profitability per user. CSPs realize that providing innovative services is not enough; it is critical to offer end users customized services with consistent and flawless quality of service (QoS), which is impossible without an end-to-end unified customer- and service-level view. This is where most service providers falter. Our research clearly points out the glaring problems that exist with most service providers' back-office OSS/BSS systems, which are typically complex, disjointed and lack the agility necessary to present a coordinated 360- degree customer-centric view. In a recent global CSP survey conducted by Yankee Group, more than 60 percent of surveyed global CSPs agreed that improved customer experience is directly linked to improved ARPU.

Most service providers take a top-down approach to express customer and service views. However, they often adopt a service model that in most cases does not capture the complexity of misaligned as well as heterogeneous underlying infrastructure. Only when the relationships among underlying systems, services and customers are mapped out of the infrastructure is it possible to achieve the goal of traditional service modeling. Therefore, what is needed today is a bottom-up approach that looks at how existing systems map to existing customers instead of a more traditional top-down approach.

CSPs have invested billions to streamline and modernize their OSS/BSS infrastructure to achieve the agility required to see all of their assets in one view, which in most cases has failed to deliver the desired service-level transparency. Exhibit 1 illustrates the critical factors inhibiting CSPs from being competitive and delivering innovative services to customers. Not surprisingly, the inability to have a common view of customers, lack of customized service delivery and business process inconsistency are the top factors that hamper service providers from rolling out innovative services.

Exhibit 1.
Critical Factors Inhibiting CSPs from Being Competitive and Delivering Innovative Services
Source: Yankee Group, 2009

In light of current economic challenges, it is clear that telecom service providers are squeezing their capex budgets to align with lower revenue growth expectations. Hence, although a unified end-to-end service model remains on top of their priority list instead of full-scale and expensive transformation exercises, CSPs and managed service providers are looking for an alternative low-risk incremental path toward a unified service model. In this report, we look at CSPs' current operational issues; take a deep dive on a unique, alternate services based approach toward achieving a unified virtual service model; and investigate how such an approach can enable customer centricity by solving the problem of siloed infrastructure data.

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