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- ▶ AI, B/OSS & Autonomous Telco
- ▶ AI-ready OSS & BSS
- ▶ Autonomous Networks L4
- ▶ Automating AI Agents
- ▶ The AI-Data Language Model
- ▶ Autonomous 5G Networks
- ▶ AI & Digital Twins for BSS
- ▶ Managed Service Observability
- ▶ Adaptive Enterprise Workplace
- ▶ AI Automation for Industrial IoT
- ▶ Letter from the Editor
- ▶ IT and Telecom News
- ▶ Article Index



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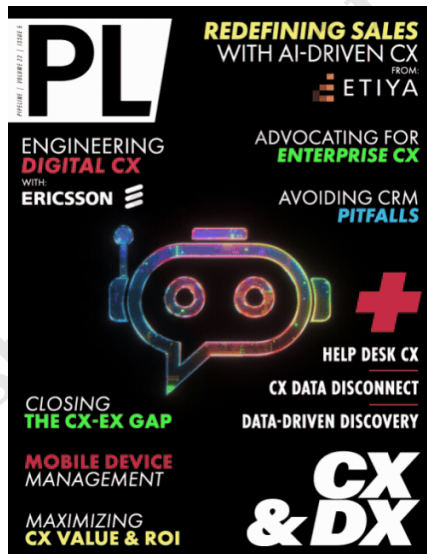
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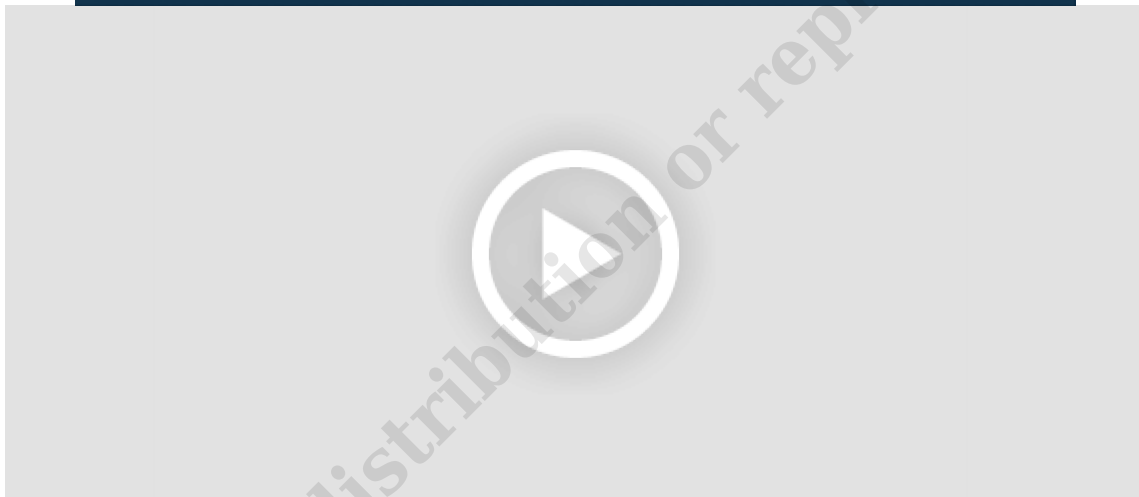
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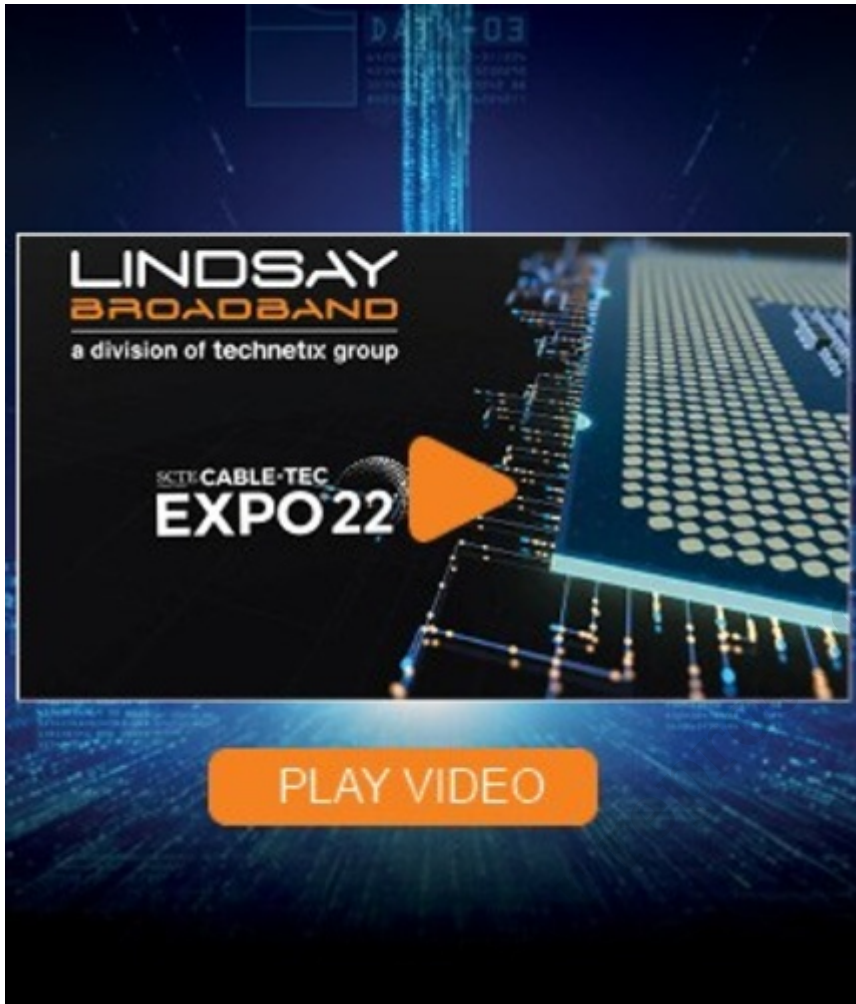
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Motive Home Device Manager

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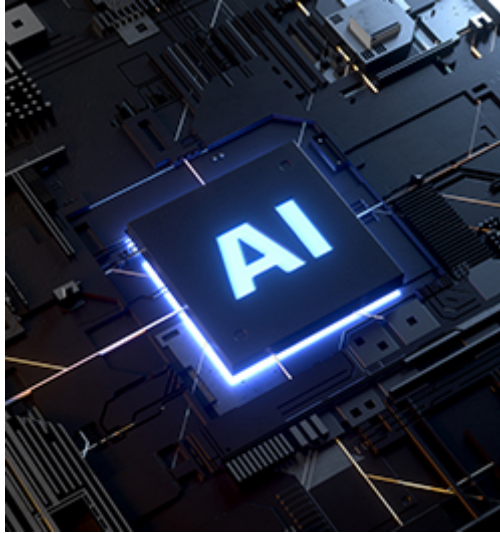


End-to-End Solutions for Broadband Networks

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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Autonomous Networks L4

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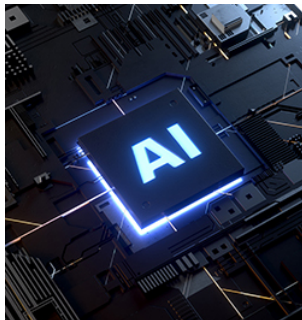
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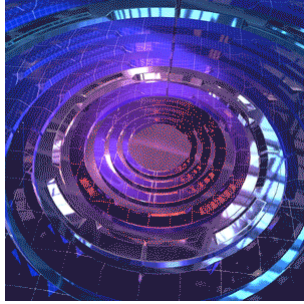
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Evolving its Comptel
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roll-out**

February 2014
Dean Ramsay and Dr. Mark H Mortensen

Ref: RX839

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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 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 ODS 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 (E-BIF)—T-commerce is a viable business model for cable and ODS providers.

The E-BIF 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.

www.csg.com

Interactive Customer Care Drives Loyalty

Interactive TV models enable cable and ODS 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.

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guesswork with
**GIS/CAD
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Accurate and up-to-date mapping is crucial to nearly every element of your business. Everything from network maintenance, emergency response, budget forecasting, and company valuation require these records to keep your company on course.

Relying on single point dependencies and perishable paper records create vulnerabilities for your customer, community and company. CHR's GIS/CAD Services take the guess work out of geospatial management and ensure your business is on the right path.

MANAGED GIS/CAD SERVICES

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- Data files hosted on CHR servers
- Facilities management systems integration
- Advisory support and recommendation of network improvements



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Customer Centricity in the Telecommunications Industry

Transformation from Product-Centric to Customer-Centric
and Creating Competitive Advantage Along the Way

TELECOMMUNICATIONS



Kayla McShane • Vice President, North America
Pitney Bowes Software

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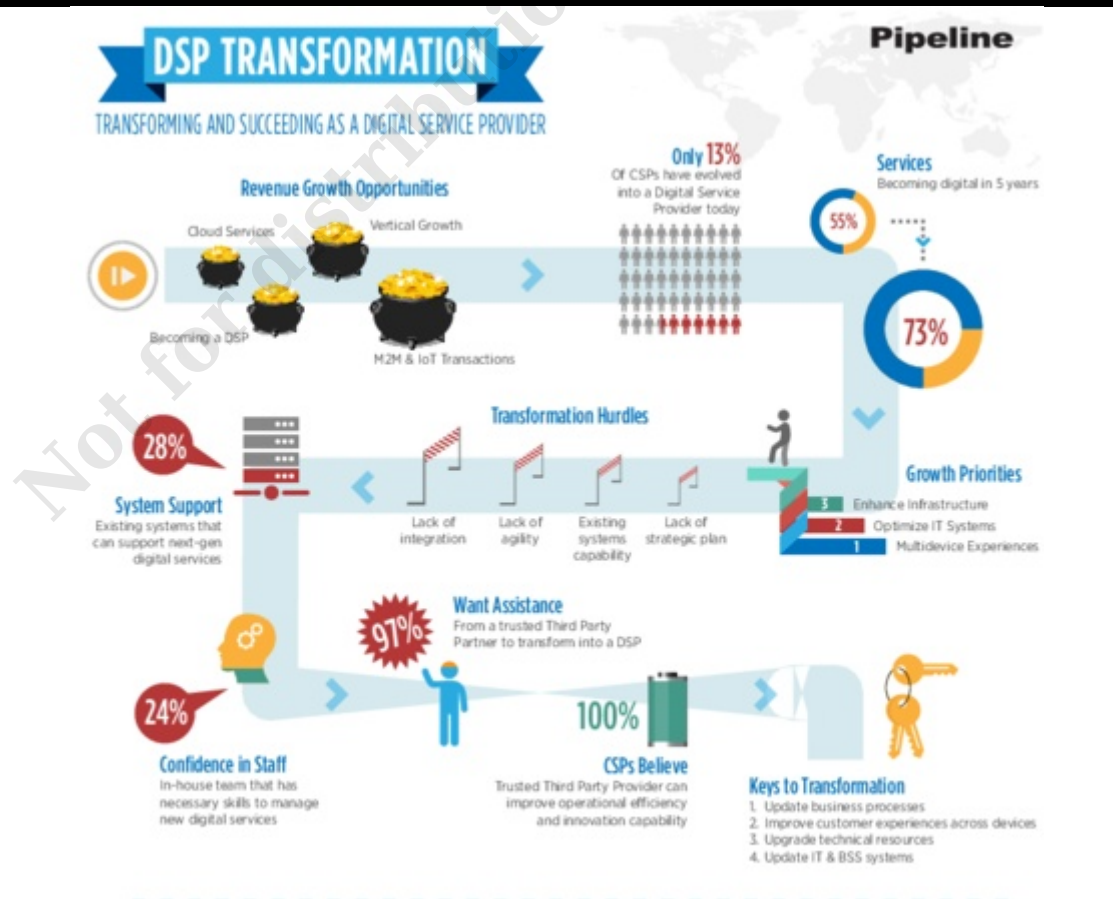
EMC STORAGE RESOURCE MANAGEMENT SUITE

How Storage Resource Management Suite Meets Today's Storage Management Challenges

Abstract

The Storage Resource Management Suite provides comprehensive monitoring, reporting, and analysis for heterogeneous block, file, and virtualized storage environments. It enables you to visualize applications to storage dependencies, analyze configurations and capacity growth, and optimize your environment to improve return on investment. This white paper outlines the common use cases Storage Resource Management Suite addresses.

March 2013



FOR MORE...

For more information about how CSG International can help you on your path to becoming a DSP, visit http://info.csgi.com/digital_transformation.





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 MORE INFORMATION ON OUR SD-WAN SERVICE

WWW.TELIACARRIER.COM

Brochures



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



- **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-site license 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 complete, turn-key back-office solution for CSPs 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 enabling traditional voice, video, and data products. This unlimited product flexibility capability helps optimize sales accuracy while reducing the time it takes to complete the entire concept-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. Thanks to the minute information provided in-line charts, with drill-down intelligence to view service data, identify trends, and uncover new insights.

Market-Leading CRM

Combine the familiar Microsoft® Office 365 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 more. Customer service specialists are empowered with tools that simplify case management, streamline escalators, improve knowledge sharing, and enable more effective account management, all while helping to contain service costs.

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Whitepapers

W²CM Smart Replay

Near Senak, Product Manager, EXFO

INTRODUCTION

Along with the phenomenal growth in volume of data on the mobile Internet, there has been an increase in the different types of data flowing through wireless networks. In addition to traditional types of data, such as file transfer protocol (FTP), hypertext transfer protocol (HTTP), voice-over-Internet protocol (VoIP), e-mail and video streaming, there has been a constantly increasing list of over-the-top (OTT) smartphone applications generating new types of data, including peer-to-peer (P2P) data from applications such as BitTorrent and Kazaa. In an effort to differentiate themselves, operators have also been offering their subscribers their own unique applications, which in turn contribute to the variety of data on wireless networks.

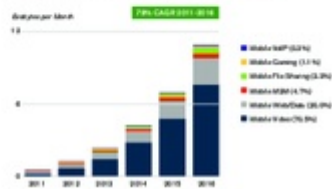


Figure 1. The explosive growth in mobile data.

This vast amount and variety of data has created a need for it to be managed effectively. There are several motivating factors to do so, chief among them being:

- ▶ Honoring service-level agreements (SLAs) and delivering committed quality of service (QoS) to customers
- ▶ Efficiently managing network resources
- ▶ Generating revenue as opposed to being just a "dumb pipe" for data
- ▶ Securing the network

Let's look at each one of these aspects in a little more detail.

HONORING SLAs

Operators have SLAs with their customers to guarantee a certain minimum performance from their networks. To be able to meet these commitments, the network elements have to be able to ensure that the required amount of resources is made available when needed. A recent study has shown that 5% of users consume 60% of bandwidth. This type of usage pattern can endanger an operator's ability to meet its SLA commitments to the rest of its subscribers. Operators have a strong incentive to manage the data usage of such heavy data users (e.g., by throttling the throughput rates available to such users).



Figure 2. Mobile network operators (MNOs) need to proactively manage network usage.

Honoring SLAs may also mean being able to identify data associated with key customers and giving it preferential treatment in the network. There are strict guidelines in the LTE specifications about the handling of data with different levels of QoS. Gateways in the network have to correctly implement these techniques to ensure that committed QoS is delivered.

EFFICIENT MANAGEMENT OF NETWORK RESOURCES

Another motivation for operators is to manage their CAPEX. Operators are making huge investments in building out their networks to keep up with the growth in data consumption. Unmanaged data usage coupled with the need to deliver on SLAs would result in operators having to deploy more equipment to handle the load. A better alternative is to manage the data usage. The LTE 3GPP specifications introduced the concept of maximum bit rates (MBR). The idea is to limit the maximum throughput used by a subscriber. This is a very critical technique for operators in order to prevent abuse of network resources by a few "bad" subscribers.

REVENUE GENERATION

With an explosion in over-the-top (OTT) applications on the Internet, operators risk becoming mere "dumb" pipes carrying user data back and forth. This is not an enviable situation for operators, considering the enormous investments in infrastructure required to keep up with growth in data usage. Operators want to find ways to generate revenue from the data flowing through their pipes. They can do this by providing the same services as the OTT players, for instance voice-over LTE (VoLTE), but with significantly better and more predictable quality. Operators may want data associated with their own applications to be given preferential treatment as compared to equivalent OTT applications. Additionally, they can add value to the data already flowing through their network (e.g., by signing re-marketing deals with service providers in exchange for prioritizing their data, or through targeted advertising based on the content of user data, similar to what Google does with Gmail).



Presentations

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Ontology, NFV and the Future OSS
September 2015



Know your network: Now.

Brochures



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The communications industry's most advanced Enterprise Product Management software solution

TIME TO TAKE CONTROL

These are challenging times for the telecoms and media sectors. Fierce competition is lowering margins. Converging technologies are making product differentiation problematic. Cost pressures are mounting. Customers are treating products as disposable commodities while brand loyalty is fast becoming a thing of the past.

Facing these difficulties, Communication Service Providers (CSPs) are discovering that delivering innovative, profitable products is an increasingly demanding task, but one that has become paramount to their ability to effectively compete and deliver in this fast evolving industry.

Enterprise Product Management is about taking control over these challenges and providing the key to how CSPs go to market and with what products and services.

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TOP TEN PREDICTIONS FOR THE TELECOMMUNICATIONS
INDUSTRY IN 2011**For B/OSS, Managing the Manager is #1, says Progress Software**

Progress Software Corporation (NASDAQ: PRGS), a leading software provider that enables companies to be operationally responsive, predicts that telecommunications service providers will increasingly be able to detect technology problems that might affect customers, solving them before the customers even know they exist.

Sanjay Kumar, Industry Vice President for Communications and Media at Progress Software, said, "The telecommunications field is very competitive, and service providers have to do what they can to differentiate their offerings. Solving problems before they happen goes a long way toward managing the customer experience." The firm also predicts that mobile service providers will have to build stronger relationships with customers, mainly by providing unique offerings to grab and hold their attention.

Progress Software's Telecommunications predictions for 2011:

1. **For B/OSS, managing the manager is key.** Traditional business and operational support systems (B/OSS) will require systems to manage the systems. Most service providers have invested so much in their B/OSS infrastructure assets that they cannot be easily replaced and need an adapted layer to respond to real-time business demands and reenergize the existing B/OSS infrastructure's value.
2. **You will predict problems before they come to light.** Telco service providers will be able to predict when there is a potential issue that will affect customers—and correct it before it happens. The pre-emptive correction of problems before the customer knows they exist will become a key factor in differentiating service providers and improving the customer's level of service.
3. **Loyalty program.** Mobile service providers facing mounting competitive forces will have to build stronger relationships with their customers. They will need to provide customers with unique, interactive experiences to build stronger loyalty by tapping into customer call patterns and locations, correlating with customer preferences and providing value-added services to customize each customer's experience in a unique way.
4. **Partly cloudy.** As communication service providers head for the cloud, they will struggle with data interoperability between cloud and non-cloud environments. Operators will need advanced data transformation and adaptive technologies to take full advantage of cloud-based applications.
5. **Mind the gap.** Operators will be increasingly trapped in the gap between customer expectations for flexibility and speed, and the limitations in existing B/OSS infrastructure. This will drive demand for new business user toolsets to overlay B/OSS, enabling service providers to respond and deploy new solutions faster.

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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 operations 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 & Alignment
- Support Center Services
- Backup Services
- Procurement Services
- Vendor Management
- Business IT Consulting
- And more...

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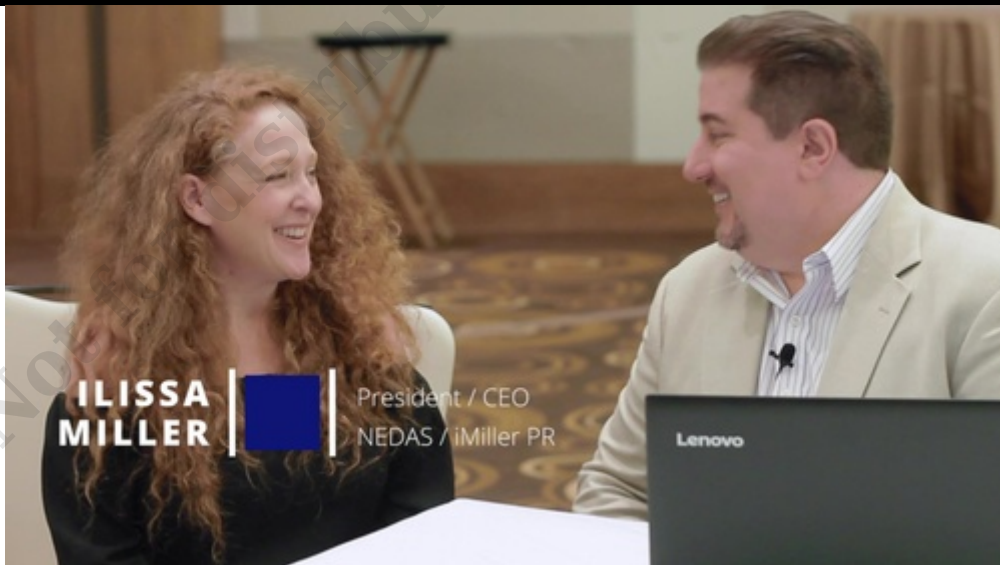




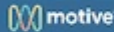
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The Uplift Advantage

How firms in the communication industry have become smarter about contacting customers—and are driving results.



Managing
the devices
that **move our
world forward.**



Our products

AI-driven device & service management for a connected world

• **IMPACT Mobile**

Full-stack mobile device management for Android and iOS, with tools to troubleshoot, optimize, and automate support.

• **Home Device Manager (HDM)**

Remote management for broadband CPEs, mesh Wi-Fi, and smart home devices.

• **Entertainment Server**

Seamless activation for eSIM, Multicast, D2C satellite, and RCS across Apple, Android, and GSM/4G/LTE.

• **Service Management Platform (SMP)**

AI-native telecom engine for predictive care, self-healing automation, and OSS/BSS integration.

• **Motive Intelligence**

Our embedded AI engine turns real-time signals from devices, networks, and customers into proactive support actions. It predicts issues, initiates resolutions, and continuously learns, reducing OPEX, improving NPS, and enabling zero-touch operations at scale.

About Motive

With decades of experience spanning the largest and most successful service operators, Motive is the proven leader in device and service management solutions.

We manage over 1B billion devices across 150+ global deployments, enabling communication service providers to oversee devices, in-field, mobile, and IoT networks. This helps telecom operators worldwide maximize their infrastructure and deliver next-generation services.

Here's how we deliver results for our customers

From one unified portfolio, we help operators onboard and activate devices seamlessly, resolve customer issues before they happen, and deliver smarter, faster digital experiences at scale. Below are just a few of the reasons why leading telecoms choose Motive.

1. Built for telecom. Not adapted.

Purpose-built software that understands your network, devices, and customers.

2. One portfolio. Every use case.

Manage mobile, home, IoT and service automation from a coordinated suite of telco-native products.

3. AI that acts, not just analyzes.

Motive Intelligence is agentic AI. It learns, acts, and resolves across your network, OSS, and customer edge.

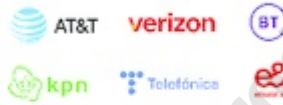
4. Aligned with your ecosystem.

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5. Cloud-ready, telco-secure.

Deploy on your terms: cloud, on-prem, or hybrid.

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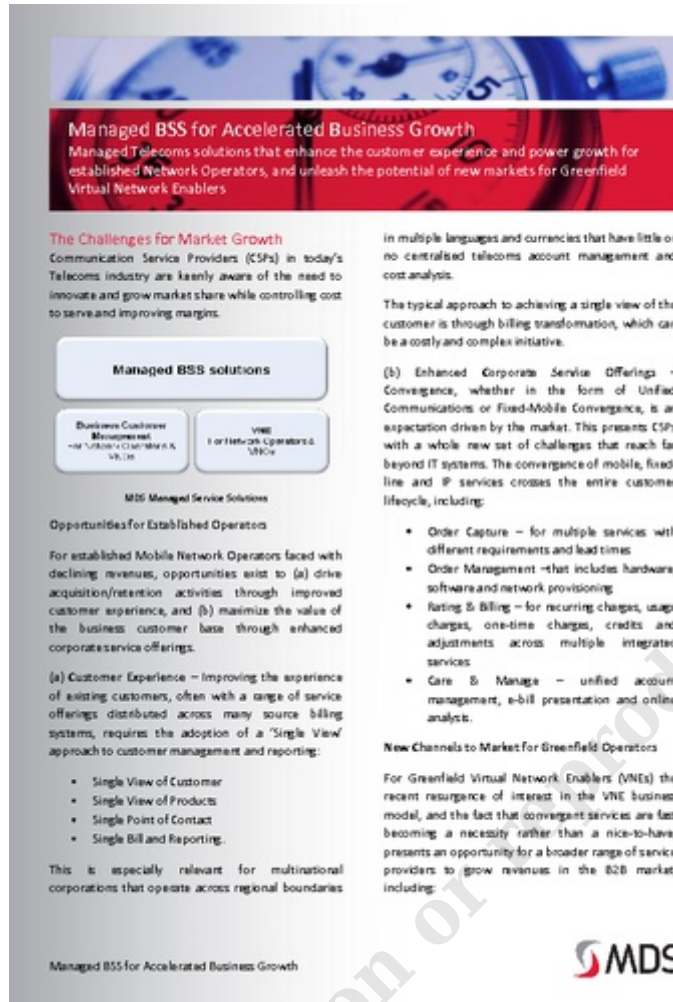


Explore the Motive Resource Center

Learn how the leading telecom operators are reducing costs, improving CX, and modernizing activation and support.



motive.com



Managed BSS for Accelerated Business Growth
Managed Telecom solutions that enhance the customer experience and power growth for established Network Operators, and unleash the potential of new markets for Greenfield Virtual Network Enablers

The Challenges for Market Growth
Communication Service Providers (CSPs) in today's Telecom industry are keenly aware of the need to innovate and grow market share while controlling cost to serve and improving margins.

Managed BSS solutions

- Business Customer Management - M2M, IoT, Connected Car, etc.
- VNE for Network Operators, VNEs

MDS Managed Service Solutions

Opportunities for Established Operators

For established Mobile Network Operators faced with declining revenues, opportunities exist to (a) drive acquisition/retention activities through improved customer experience, and (b) maximize the value of the business customer base through enhanced corporate service offerings.

(a) Customer Experience – Improving the experience of existing customers, often with a range of service offerings distributed across many source billing systems, requires the adoption of a 'Single View' approach to customer management and reporting:

- Single View of Customer
- Single View of Products
- Single Point of Contact
- Single Bill and Reporting.

This is especially relevant for multinational corporations that operate across regional boundaries

in multiple languages and currencies that have little or no centralised telecoms account management and cost analysis.

The typical approach to achieving a single view of the customer is through billing transformation, which can be a costly and complex initiative.

(b) Enhanced Corporate Service Offerings – Convergence, whether in the form of Unified Communications or Fixed-Mobile Convergence, is an expectation driven by the market. This presents CSPs with a whole new set of challenges that reach far beyond IT systems. The convergence of mobile, fixed-line and IP services crosses the entire customer lifecycle, including:

- Order Capture – for multiple services with different requirements and lead times
- Order Management – that includes hardware, software and network provisioning
- Rating & Billing – for recurring charges, usage charges, one-time charges, credits and adjustments across multiple integrated services
- Care & Manage – unified account management, e-bill presentation and online analysis.

New Channels to Market for Greenfield Operators

For Greenfield Virtual Network Enablers (VNEs) the recent resurgence of interest in the VNE business model, and the fact that convergent services are fast becoming a necessity rather than a nice-to-have, presents an opportunity for a broader range of service providers to grow revenues in the B2B market, including:

Managed BSS for Accelerated Business Growth

MDS



IT'S TIME TO LOVE YOUR BILLING PROVIDER AGAIN.

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