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Service Configuration & Audit

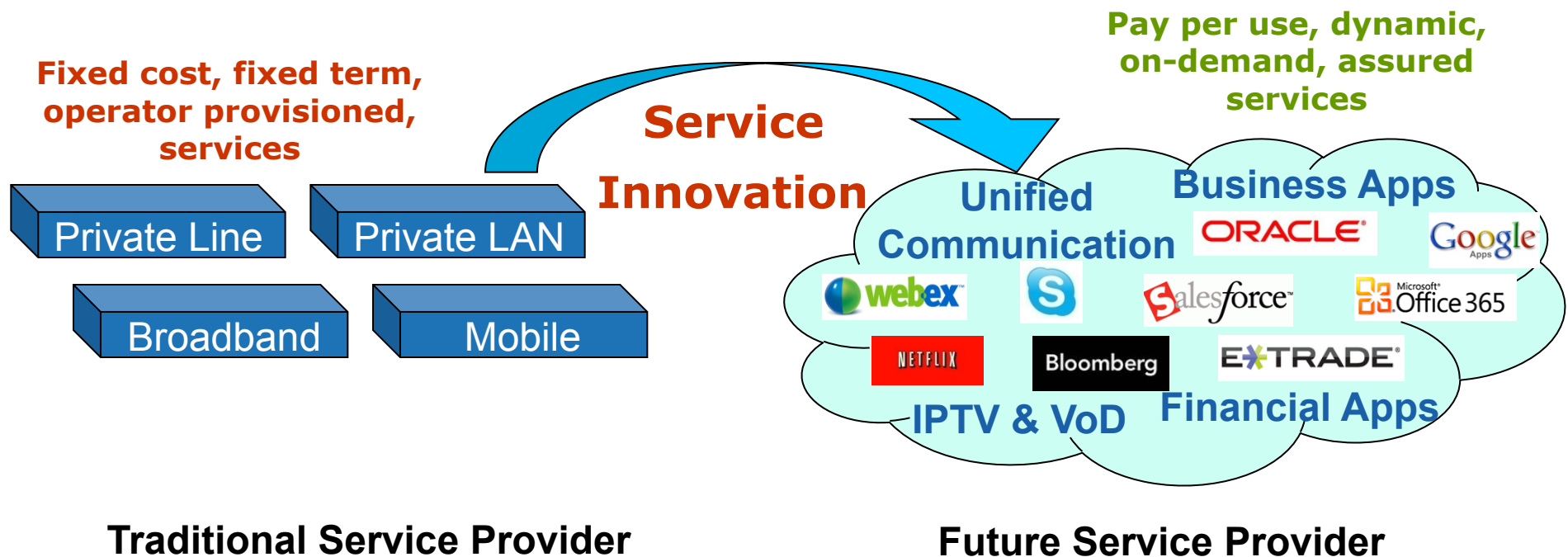
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Service Config & Audit - Drivers



Major Communications Industry transformation as IT & Network converge

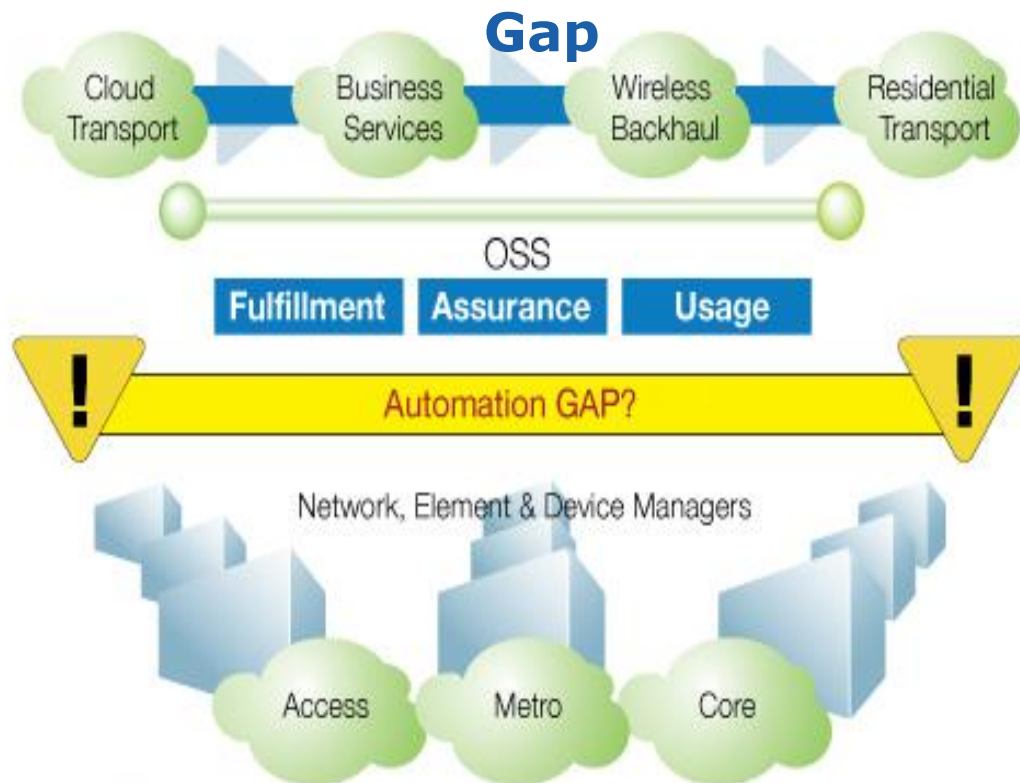
- ❑ Greatly accelerated pace of change
- ❑ Proliferation of media rich, high quality services combining Communications & IT
- ❑ Rapidly expanding partner & customer eco system, redefined market boundaries
- ❑ Exploding, unpredictable bandwidth demands
- ❑ Growing need for on-demand, pay per use service models



LACK OF SERVICE AWARENESS



OSS Service Automation



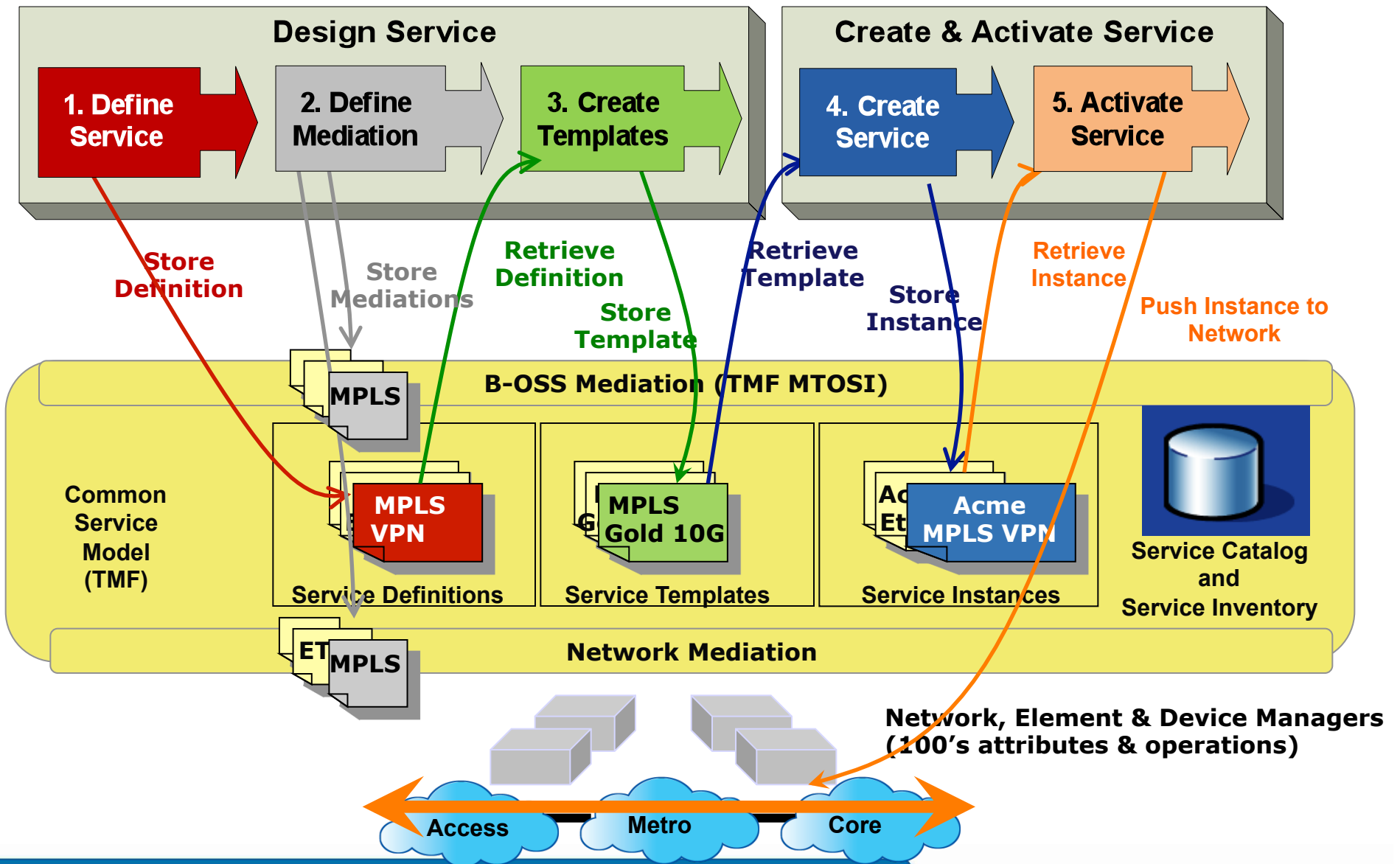
Problems with current approach

- 1 Lack of Service Awareness
- 2 Lack of Automation
- 3 High cost of ownership
- 4 Delayed Ops & Roll-out

Requirements...

- ❖ Rapid rollout of services & technologies
- ❖ Standard mechanism to design & deliver service configurations
- ❖ Standard mechanism to integrate devices & applications
- ❖ Standard mechanism to audit and reconcile service configurations
- ❖ Support for dynamic on-demand service requests
- ❖ Open system accessible to partners & customers

Best Practice Service Fulfillment



Case Study – 5 Key Features and Benefit



Provider of Carrier Ethernet & MPLS based services, 5000 customer services, benefit of standardized service configuration & audit...

Key Features	Benefits
Standardized Service Rollout Mechanism	<ul style="list-style-type: none">• First to market with new services (Revenue)• Standardized service offerings (Saving)
Automated Service Delivery Mechanism	<ul style="list-style-type: none">• Removal of manual/swivel chair mgmt. (Saving)• Greatly simplified provisioning (Saving)• Greatly reduced errors (Saving)• Proactive identification of inconsistencies (Saving)
Proactive Assurance	<ul style="list-style-type: none">• SLA Conformance, greatly reduces penalties (Saving)• Differentiated service offering (Revenue)
Open Access	<ul style="list-style-type: none">• Additional revenue stream via partners (Revenue)

Summary



- ✓ Market drivers demand automated configuration & audit
- ✓ Both service and network level configuration & audit are required
- ✓ Potential \$OPEX savings per annum with potential of additional revenue through differentiated services offerings
- ✓ ROI < 1 Year Positive