

# Pipeline

Knowledge Is Power

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## OSS NewsWatch

By Alana Grelyak

Happy New Year! At this point, dear reader, you're probably settling back into your desk after a nice holiday respite (or perhaps you are the industrious type who worked right on through) and are getting ready for a whole new year of developments, deployments, and other exciting things in the telecom world. In this month's NewsWatch, we'll sum up the most interesting news bits from the end of last year and take a look at a few that are fresh from 2009. We're happy to know that you chose to read Pipeline so early in the year and hope you continue to do so for the rest of what we all hope is a fabulous twelve months to come. Enjoy!

Many of America's technology companies, manufacturers, communications providers, and other groups have banded together and made a call to action to President-elect Barack Obama and the new Congressional members to bring broadband access to Americans on a national level. Panel members at the event included representatives from AT&T and Google, while Dr. Diane Duffy, Executive Director, Advanced Technology Solutions, at Telcordia, acted as moderator. "We believe that an affordable and robust broadband infrastructure, reaching every citizen, business and institution is both a competitive necessity and an achievable goal," Duffy said. But why is it such a competitive necessity against other countries? Will citizens defect if they can get better broadband access elsewhere? That seems unlikely, but Dr. Adam Brobot, CTO and President of Advanced Technologies Solutions at Telcordia, had this to say: "Moving forward aggressively with the deployment of a high-speed infrastructure at this time will create jobs and position our country for significant economic growth in the future." That sounds like something just about everyone in American can stand behind in the present economic circumstances.



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Alcatel-Lucent is cutting 1,000 managerial jobs in the hopes of regaining some of its profitability in the depressed economy. The decision is part of CEO Ben Verwaayen's plan to try to get the company to break even in the next few years. Rather than focusing on the job cuts, Alcatel-Lucent's official statement is focusing more on a "realignment of operations" and a "major strategic transformation," both of which sound a bit more pleasant than "lay-offs, lay-offs, and more lay-offs." The company also plans to reduce its number of contractors by about 5,000 and to enhance efficiency in various key areas and to rationalize spending. Good luck...

In similar news, Sonus is cutting back its workforce by about 50 people, which is 5% of their employees, in order to refocus initiatives into more profitable areas. "We are right-sizing the business to align with market opportunities and improve speed and agility while managing our costs to position the Company for profitable growth," commented Richard Nottenburg, President and CEO of Sonus Networks.

And in more bad economy news, Nortel was recently notified by the New York Stock Exchange (NYSE) that its shares have fallen below the average closing price of US \$1 per share, thereby falling below the NYSE's minimum continued listing standards. Nortel announced that if the average closing price does not sufficiently improve, the company may consider presenting a proposal to its shareholders for a consolidation of its outstanding common shares at its annual meeting planned for Spring, 2009. Nortel's shares have fallen more than 97% in recent months.

And now for some good news...

The image is a promotional graphic for ConceptWave. It features a background of overlapping white and blue lines on a dark blue gradient. The text "Let us keep your orders on track." is prominently displayed at the top in a white, sans-serif font. Below this, the phrase "ASK CONCEPTWAVE ABOUT ..." is followed by a bulleted list of services: multi-play orders, exception order handling, centralized dynamic catalog, and processing millions of orders. The ConceptWave logo, a stylized white wave, is positioned in the lower-left corner. The website address "www.conceptwave.com" is located in the lower-right corner. At the bottom, the text "Empowering Service Orders" is written in a larger font, with the tagline "Proven, high performance order and catalog management solutions." underneath it.

Let us keep your orders on *track*.

ASK CONCEPTWAVE ABOUT ...

- multi-play orders
- exception order handling
- centralized dynamic catalog
- processing millions of orders

ConceptWave

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Empowering Service Orders

Proven, high performance order and catalog management solutions.

ConceptWave Software, Inc. was recently awarded the CMS Business Partner of the Year Award by HP. Why? For filling a gap in HP's "Next-Gen OSS" portfolio with ConceptWave's Order Care product, a highly-configurable catalog management and order handling platform, that's why. The companies feel that their combined efforts will allow CSPs who choose to leverage this joint solution to enjoy accelerated service rollouts and reduced provisioning times. "Being honored by HP as a CMS Business Partner of the year is a testament to ConceptWave's industry leading order management suite of solutions," said Zarar Rana, CEO and President for ConceptWave. "Our ability to rapidly provision and provide real-time end-to-end process visibility ensures that HP's customers worldwide can leverage ConceptWave Order Care to successfully meet market demand for more services and products." Congratulations, ConceptWave!

Congratulations are also in order to Intec, which has won the telecomasia Readers' Choice Award 2008 for BSS vendor of the Year. Criteria for voting included: overall quality of innovation and contribution to technology advancement; market acceptance; revenue growth and contribution to overall industry growth; vision and industry leadership; and market performance in 2008. "We're absolutely delighted to receive this prestigious award," commented Graeme Paynter, Intec VP of Asia Pacific. Intec is also celebrating the appointment of Andrew Meyler, formerly of Orchestria Ltd., as the new VP Customer Services. "Andrew comes to us with an impressive track record of customer management and strong customer relationships, especially with Tier 1 and Tier 2 operators," commented Intec CEO Andrew Taylor.

TM Forum has announced Release 8.0 of the Business Process Framework (eTOM), which they feel is a "landmark version" because it incorporates the itSMF's ITIL best practices to address the long-standing disconnect between IT and traditional communications operations environments. This newest version of the framework incorporates feedback from the joint report "ITIL and eTom – Building Bridges," written by both TM Forum and itSMF. "Because ITIL is now embedded throughout the functional decompositions of the Business Process Framework, TM Forum can help service providers and their customers create a single, consistent process model for IT and operations," says TM Forum President Martin Creaner.

Comptel Corporation scored a good customer win when one of Greece's largest telecommunications operators, WIND Hellas, chose Comptel Provisioning and Activation Solution, which automates the provisioning and activation processes. "We are pleased to have been selected by WIND Hellas. We are also very proud that we managed to live up to their high expectations by delivering the project in a short time-frame, a good illustration of Comptel's time-to-market and reliable delivery promises," said Simo Säaskilahti, Comptel's Senior Vice President Products and Solutions. The entire project was delivered in a total of four months.

The Apple iPhone was recently made available at Wal-Mart, just in time for Christmas shopping. It seems Apple is trying to reach a broader audience by selling the device exclusively at Apple stores, at first, and then at Best Buy stores and now in the popular big box chain. Perhaps soon, we can expect to see the coveted little gadget up for sale in gas stations and rest-stop vending machines.

Residents of Toronto will soon be able to carry on with their cell phone conversations while riding about on the subways. The Toronto Transit commission has announced their plan to get cell signals down into the depths of the underground transit system within the next two to three years. Such a move should offer a nice opportunity for some service providers who want to get on board the project, although they are the ones who may be expected to pick up the tab on the wiring project, which is estimated to cost about \$30-million. It seems that about 59% of the underground passengers are in favor of the project, while the rest of the riders polled either don't care or dislike the plan. Although, what's there to dislike about sitting 4 inches from someone having a loud conversation in a cramped and already-cacophonous space? Certainly, I can't find a reason...