

Pipeline

Knowledge Is Power

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OSS Newswatch

by Tim Young

Once again, Pipeline takes a moment to look at the news that has been bouncing around the OSS world over the last month. Some of it makes larger waves, and some of it makes smaller ripples, but everything has a way of affecting the industry. Here's your OSS Newswatch for March 2007.

Convergys popped up on our radar a few times this month. It started out by posting record revenue at around \$2.8 billion, up 8 percent. Fourth quarter earnings were likewise up 8 percent, with customer care revenue up ten percent. Straight off of this announcement, the company spread the word about upcoming facilities expansions. In addition to the previously announced Albuquerque, NM location, Convergys will be employing 600 people in the greater Cincinnati area with its Erlanger, Kentucky facility, and 550 people at its Longview, Texas facility. All facilities should be open within the first two quarters of this year. Finally, Convergys has teamed with Tribold to deliver a consolidated enterprise catalog for single customer view. Looks like Convergys is trying to top those revenue numbers in '07.



Ectel balanced announcements of customer wins at O2 and Portugal Telecom with an announcement that the firm is concluding its association with the Israeli Office of the Chief Scientist R&D Grant program. The company has \$2.8 million in outstanding grants, but those will be repaid in installments through 2007. The grants aided the company in developing Fraudview, which is the same solution that O2 and PT picked up in the same timeframe. Who needs grants when you have cashflow?

A study released by the Comptel Corporation (the vendor, not the industry association), showed that 34-36% of the 500 consumers polled were using non-voice/SMS based mobile services and would like more control over their mobile service package. Only 24% of the 25 operators polled believe that their order management and provisioning software is able to support the control users expect as a part of the new services. Looks like its time to evolve faster or lose out.

We mentioned Joost, the internet tv application from the makers of Skype. It was announced that Viacom will be licensing content to Joost. They've got the software. They've got the content. They've got a base of freeware-loving users worldwide. I'm listening.

Narus has announced the release of NarusInsight Secure Suite 6, its latest security suite. One of the big advances with this one is that it's designed to work with IBM's BladeCenter. "IBM BladeCenter is the world's most popular blade computing system, with more than half a million systems installed, and boasts a growing ecosystem of solutions for customers developed in collaboration with Blade.org partners such as Narus," said Jim Pertzborn, vice president, Telecommunications Industry, IBM. Not a bad market niche to capitalize on, Narus.



cVidya has launched a revenue assurance solution for mobile content based on its MoneyMap product. MoneyMap itself, however, has some changes in store, as cVidya has partnered with Highdeal to incorporate Highdeal's pricing solutions into MoneyMap. The combined product has already been deployed by Swisscom Mobile,

and represents a positive move for both companies.

Redknee has touted a customer win with a US Tier One, which will be using Redknee's personalization products to "offer convenient and secure Location-Based Services (LBS) with 24 hour customer care support to both enterprises and consumers. Redknee's portfolio of solutions including Enhanced Location Services (ELS) and Unified Profile Server (UPS) offers personalization tools to the subscriber and will be used to deliver LBS."

IBM has completed its acquisition of Vallent. The Bellvue, WA-based performance monitoring company has around 400 employees and 200 clients, worldwide. This represents yet another move by IBM into the service management space, adding Vallent's strengths to those gleaned from Micromuse.

TTI announced a follow-on order said to be worth around \$1.5 million from a major North American wireless operator. The money goes towards an upgrade to the company's fault management solution, as well as a maintenance contract. In addition, TTI put out releases touting its new API Gateway, which is said to streamline OSS integration. One supposes that TTI realizes that follow-on orders will pay the bills, but without innovation, things can get a little stagnant.

Cisco made some investors happy with its Q2 numbers. Net sales were up 27.3%, net income was up 39.7%, and earnings per share was up 40.7%. (And just before Valentine's Day. How sweet.)

On the IMS front, Tango Telecom has released a suite of IMS enablers. In addition, Tango has teamed with Comarch to launch a new converged billing solution. The fact that I can avoid an 'it takes two' joke on this release shows remarkable restraint on my part, but the news is certainly good for Tango.

FTS has been busy. It has announced partnerships with Allot and HP, launched a BCE mobile edition, and acquired North American customers and personnel from Danet, Inc. While FTS is still dwarfed in size by many a vendor, it seems that the firm is making considerable progress in changing all that.

Sigma has announced a customer win with Eastlink, Canada's fifth largest cable provider. The group will be licensing Sigma's Service Management Platform for telephone and internet services to homes and businesses across eastern Canada.

Oracle announced its Service Delivery Platform Partner Initiative. "Sharing a common vision for standards-based service delivery," the release states, "Oracle and its partners have joined forces to collaborate and provide an expanded source of solutions to the communications industry. Partners including Independent Software Vendors (ISVs), infrastructure vendors, and System Integrators (SIs), can benefit from this initiative by using the Oracle SDP to deliver comprehensive, standards-based solutions to their customers." This announcement came out the same day as the announcement of an Oracle customer win with FASTWEB and the release of the Oracle Communication and Mobility Server.

Evolving Systems launched its Tertio 7 Service Activation at 3GSM. The firm touts the Tertio suite as number 1 in wireless service activation, as selected by Yankee Group.

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