Sigma Systems
The Service Management Leader

CORPORATE FACT SHEET

Corporate Profile

Sigma Systems is the proven global leader in subscriber policy management and fulfillment solutions. These solutions enable Communications Service Providers' (CSPs) to rapidly create and deliver an infinite number of subscribed and on-demand services and applications.

Sigma's award-winning solutions help CSPs deliver converged voice, data/internet, video, premium content, and collaboration services across any device, any network, any time, and any where - defined as Sigma All Play. All Play is the next generation of integrated service configuration, subscriber policy management, order management and converged services delivery, bringing together multi-technology networks and automating the fulfillment of integrated services for residential or business users. Sigma's proven software provides CSPs with the pre-integrated solutions for voice (circuit switch, VoIP, SIP, cellular voice), video (IPTV, DTV, ITV, VOD, PPV), data (DSL, HSD, mobile and WiFi/WiMax data), and also support converged service delivery architectures.

Sigma is pioneering the evolution to "Applications Enablement" where value-added services can be quickly on-boarded and CSPs can rapidly monetize their IP network. Enablement includes service orchestration – where subscriber policy management, authorization and entitlement processes, and business rules are managed and openly available for real-time service delivery.

Sigma Systems' superior OSS products and solutions empower CSPs to decrease time generating services/applications, decrease customer care costs and deliver subscriber service personalization through self-care integration and automated service fulfillment.

Sigma's executive team has over 80 years of combined OSS, IT and telecommunications industry experience. This team is revered as industry experts and is routinely featured in thought-leadership seminars, events, and conferences around the globe.

Sigma's heritage includes over 11 years of proven solution delivery experience in multi-service, multi-technology operating environments. Today, Sigma manages over 50 deployments for communications service providers with a combined total of over 30 million subscribers worldwide. Sigma's tried, proven and trusted deployments are supported by its team of over 350 dedicated professionals, across the Americas, Europe, India and Japan, who design, develop, sell, deliver, and support Sigma's products and services.

Executive Team

Andy Jasuja - Chairman and CEO

Tim Spencer – President and COO

Brian Cappellani - CTO, VP – Engineering

Samir Zabaneh – CFO

Alex Salamon - VP - Worldwide Sales

Preston Gilmer - VP- Product Marketing

Fadi Samara - VP - Customer Operations

Martin Kadey - VP - Finance & Administration and Corporate Secretary

Diwakar Natarajan - General Manager - Asia-Pacific Center of Excellence

Selected Customers

- Jupiter Telecommunications - @NetHome (Japan)
- Amnet Telecommunications
- Bend Broadband
- Bresnan Communications
- Cable One
- Cable Bahamas
- Cabovisao
- Charter
- CLICK!
- Cogeco Cable
- Cox Communications
- Eastlink
- Echostar
- Grande
- Midcontinent
- Multikabel
- Liwest Kabelmedien
- Rogers Communications
- Shaw Communications
- Suddenlink
- TELUS
- TV Cabo
- WOW

Industry Associations

- TM Forum - including OSS for Java Initiative (OSS-J)
- CableLabs
- National Cable & Telecommunications Association (NCTA)
- Society of Cable Telecommunications Engineers (SCTE)
- WiMax Forum
- IP Sphere

Sigma Product Portfolio

Sigma's Service Management Product Portfolio includes:
- Sigma Service Management Platform
- Sigma Service Management Applications
- Sigma Service Creation Environment
- Sigma Service Management Solutions
- Sigma Service Activation Manager
- Sigma Device Provisioning Manager

Sigma's signature Service Management Platform (SMP), powered by ServiceBroker™, a real-time, intelligent service orchestration and workflow management engine, is a J2EE based solution that is proven to support millions of managed subscribers.

SMP's architecture provides these OSS service management functions:

- Service Management Information Model is a shared information data/model (SID) that can be leveraged by various business applications across the enterprise to obtain federated views of subscriber, services, service catalog, and service delivery resources.

- ServiceBroker™ – a Real-time, intelligent service orchestration and workflow management engine

- Order management subsystem to manage complex bundled service orders with transactional integrity

- Resource Management subsystem to model and track physical and logical resources within the service delivery network

- Service provisioning to enable full flow through provisioning and activation of all network and application-based services

- Service authorization, subscriber policy management and provisioning, while orchestrating specific service entitlements for consumers of IP based services

- Industry standard APIs based on OSS-J and robust service creation environment to facilitate integration with existing BSS, OSS and network/service platforms

These capabilities enable Communication Service Providers to:

- Increase their ability to deploy new revenue generating services

- Effectively reuse their network and application assets for converged service delivery

- Decrease their time to market for new services

- Lower their operational costs associated with the deployment and on-going management of new services

- Increase customer satisfaction due to improved order-to-delivery intervals, and customer empowerment via self-care integration

Built on SMP, Sigma Service Management Applications are value-added products that facilitate service ordering; self-subscription/self-care; management of commercial VoIP service administration, SIP device management; network topology management; and telephone number management and service diagnostics. The Sigma Service Creation Environment consists of the Service Creation Toolkit and Service Catalog Manager for the creation and configuration of network and application-based services, business rules and workflow-based processing logic. Sigma Service Management Solutions are configured on top of SMP and support specific market verticals (Cable, Wireline and Wireless) and specific service categories (e.g. VoIP – SIP Telephony Solutions, HSD, ISP, Video Solutions – TV/PPV/VoD/IPTV), IMS Solutions – Fixed-Mobile Convergence and more).

Sigma's Service Activation Manager (SAM) provides unparalleled business and operational benefits for small to mid-sized Cable Broadband Service Providers with its fully integrated network service provisioning and device provisioning solution. The SAM solution automates the entire network and device provisioning lifecycle from equipment qualification through business support system integration, order entry, customer self-care, and network and service assurance. In addition, SAM deploys DOCSIS™ and PacketCable™ enabled high speed data, VoIP, and residential gateways, and more in one robust, highly scalable platform.

Sigma is recognized as an OSS service management leader because of its technology expertise, skilled team and exceptional deployment references. Sigma employees are true experts in the consultation, introduction and deployment of software management systems solutions backed by a highly recognized global customer list. With a proven ability to manage premium broadband services, including the converged multimedia offerings of multi-technology networks and voice & data services for emerging wireless mobility networks, Sigma enables CSPs to tap into new markets and attract new revenue streams.

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