New Services. Delivered.

From the Global Leader in Advanced IP Service Fulfillment Solutions.

Commercial Services | Delivered.

The voice and data worlds are converging. For small and medium sized businesses, voice and broadband or wideband services are lifelines to customers, suppliers and revenue. Broadband provides access to suppliers, distributors, customers, information and transactions – but the high cost of traditional voice and data squeezes profitability and growth from emerging businesses. Most of the available cost-effective solutions provide companies with a "small company" perception that thwarts credibility. Sigma enables service providers to offer a feature-rich commercial services with service fulfillment solutions that bring carrier-grade business offerings to market for small to medium size business.

Sigma Systems
NEW SERVICES | DELIVERED.

Sigma's Commercial Services Solution

The commercial voice business is far more complex than residential. It compounds multiple directory listings; many features and requirements; more complex orders and equipment; demands for new technology; and leaves no room for error. On the data side, service goes far beyond basic and high-speed Internet connectivity. Commercial customers need user security, service assurance, performance guarantees and transactional integrity. They need access to a range of services from fully-hosted VoIP and business applications to key systems and PBXs, business trunking solutions that cross over from TDM to SIP, and Ethernet WAN connectivity that powers their productivity. Sigma Systems' Commercial Services Solution provides tools and applications that streamline the feature-rich voice, broadband and wideband services and drive down operational costs, automation and pre-built functionality and integration.

Package to Suit – No two commercial customers have the same communications requirements. It is critical to define components within offerings to drive a combination of repeatability in fulfillment and customization for end users. Sigma's approach to service creation, order capture, order management, administrative self-care and fulfillment enables providers to define precise and repeatable service components; tailor packages to each unique customer; and put tools in customers' hands that allow them to choose features, assign pre-defined packages to different users and user groups; and configure devices, such as SIP phones, and workstations automatically.

Capture and Fulfill Orders – A positive customer experience begins with the order capture process and ends when the services are rapidly and accurately delivered. Commercial customers have little tolerance for error when it comes to fulfilling their needs for voice services and connectivity. They must be confident that their provider will deliver carrier-grade quality and reliability while bringing them to market with the latest technical advantages, like SIP and mobilized applications. To satisfy the commercial customers' needs, service providers should automate the order capture process to eliminate manual handoffs and errors; manage complexity and constant change; and drive costs out of day-to-day operations. Sigma provides order capture and management tools that simplify complexity for contact centers, driving efficiency and responsiveness into their interactions and setting the stage for a flawless ordering process and service experience.

Drive Efficiency and Visibility – From Sigma's MyOffice business voice administrator portal and contact center tools to automated workflows that refine processes and enable end-to-end visibility, Sigma lets service providers track and fulfill orders while keeping SMB customers informed and providing them with a comfortable level of control over their services. Sigma's Service Profile Manager leverages SMP's information model to determine service availability; lets Customer Service Representatives (CSRs) track past and in-progress orders; automates adds, changes and deletes; and provides live visibility across the entire ordering and fulfillment process.

Sigma Systems' Commercial Services Solution drives down operational expenses and enables communications service providers to offer feature-rich commercial service packages and price them competitively. It gives service providers a professional appearance, the access they require, simplified management of their services, and the features that are often found in much more expensive, traditional communications offerings – at an attractive price.

Interconnect and Overcome – Processes like Local Service Requests (LSRs) and telephone number ports make the competitive voice environment rife with cost and complexity pitfalls. Sigma automates the arcane back office processes that can make commercial services cumbersome. Sigma's Interconnect Gateway

Service package, Telephone Number Manager, and MyOffice Voice administrator portal deliver defined processes, pre-built interconnect gateways, and step-by-step user interfaces out of the box. Sigma includes pre-built support for major carriers' B2B gateways including Level 3, Sprint, CLOG, Net2Phone and more. These overcome the operational complexities that threaten market launches, degrade service quality and erode profit margins.

Add Mobility, Presence and Segmentation – SIP enables user mobility, presence, single-number services, and unified messaging. It can also deliver business services like hunt groups and key system features and can enable raw trunk offerings that mimic traditional TDM and ISDN services. As the world moves to all IP networking, SIP is a critical catalyst in moving static voice and data applications into a dynamic, mobilized and integrated world. Sigma's Commercial Services Solution is enabled to work in PacketCable, SIP, IMS, and even TDM environments – providing ubiquitous access to the services and applications small to medium businesses depend on.

Mobilize and Maximize

Sigma unlocks SIP phones and features with plug-and-play support for devices from Polycom, Soundpoint, and Cisco. It makes more than 60 telephony features market ready. It drives more sophisticated and better targeted service offerings to regional businesses like hospitals, law firms, car dealers, retailers and government offices. It allows customers to leverage all of the latest telephony features embedded in leading-edge network and CPE equipment. Sigma supports a range of soft-switches, feature servers, and TDM switches out of the box. Sigma's Service Management Platform (SMP) integrates into a service provider's IT environment with standards-compliant tools and processes; automates ordering processes; simplifies service creation and introduction; and ensures positive and responsive customer service experience.

Offer Dynamic Bandwidth – Business customers' bandwidth needs change by time of day, day of week and seasonally. No single rate will meet their needs all the time, and they only want to pay for what they use and for the value they receive. Sigma enables bandwidth-on-demand, where customers can adjust their capacity on the fly through contact centers, online portals, or as an integrated component of specific business applications.

Protect Service Quality – With dynamic features and bandwidth hungry applications in increasing use, businesses need more visibility into how they are using their communications resources. They need to know that the variety of services they want to exploit won't affect each other so they can maintain reliable communications and integral transactions. Sigma's Service Topology Manager provides visibility into the relationships between networks and services, delivering intelligence to drive planning and procurement; visibility into available network capacity to diagnose and fix problems rapidly; and to assure successful communications across multiple domains in the course of day-to-day business.

The Complete Commercial Services Package | Delivered.

Offering commercial services isn't just about delivering voice and data over a single network any more. It's about integrating capabilities together so businesses can find new ways to communicate, collaborate, compete, and foster growth. Employees are mobile, partners are interconnected, and commercial customers require access to the global marketplace. With service fulfillment solutions that enable providers to deliver integrated mixes of voice, broadband or wideband connectivity, mobility, unified communications and more; Sigma enables service providers to bring commercial services together as an integrated, feature-rich, carrier-grade offering.

Discover what it means to deliver
by contacting Sigma Systems today.