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New Services. Delivered.



From the Global Leader in
Advanced IP Service Fulfillment

Solutions.

Service Fulfillment | Delivered.

In the multi-service "All Play" world, we expect services to be available at all times on any device anywhere we go. Many new services have shorter lifecycles and packages now need to be tailored to dynamic consumer segments – for both residential and commercial services. Communications service providers are under pressure to continually bring bundled, blended, and on-demand services to market faster and more efficiently than their competitors. But network, IT and product managers are often restrained by organizational, business, and technical barriers that make delivering service bundles across multiple domains painstaking. Sigma Systems breaks down these barriers with advanced IP service fulfillment solutions that enable service providers to meet customers' demands in this complex and fast moving marketplace.



Sigma's Service Management Platform (SMP)

Automated service fulfillment allows service providers to cut across operational silos so they can create, package, order, provision, manage and deliver connectivity - and the over-riding services that utilize it - faster, more effectively, and with complete visibility across customers, services, and networks. Service providers need a configurable, standards-based service fulfillment solution that lets them define service components and automate fulfillment processes in a reusable way so they can introduce and monetize complex new market offerings continuously without slowing or breaking down.

Sigma Systems' Service Management Platform (SMP) is a carrier-grade, OSS service fulfillment system that provides a complete foundation for a fully integrated, end-to-end service fulfillment solution which incorporates service creation; order capture and order management; workflow design; service authorization; resource management; service provisioning and network activation. It is the premier multi-service platform worldwide for enabling service providers to realize end-to-end automation as they deliver integrated VoIP, data, Internet, video, content, messaging and multi-media services.

At SMP's core is Sigma's ServiceBroker™, a real-time service control engine which allows SMP to orchestrate the provisioning, activation and delivery of subscribed, on-demand and event-driven services with intelligent process control. It incorporates mature and open technology, like J2EE-based workflow management and OSS/J and WebServices APIs to drive automation and rapid integration across OSS-BSS environments. SMP is designed specifically to allow service providers to deliver converged services across network domains and to an unlimited range of IP-enabled end user devices.

Understanding SMP

SMP ensures that consumers can order and evoke one-time, on-demand, subscribed, and event-based services and applications that are personalized for specific devices including PCs, phones, set-top boxes, hand-held mobile devices, or any other IP-based device. SMP solves specific problems throughout service providers' service definition, delivery and management processes, such as:

- Cutting across and consolidating operational silos to allow for multi-service packaging and bundling
- Creating re-usable service components so services are repeatable in different packages and ready for ordering, provisioning and activation
- Ensuring stability through automated failover and a load-balanced application architecture
- Driving open interoperability across development environments by leveraging standards including OSS/J, SOA, BPEL and J2EE
- Providing carrier-class scalability and reliability using load balancing, clustering and fail-over systems and processes

SMP Highlights

SMP includes broad and deep functionality that has been refined via global deployments worldwide for over a decade and has been trusted to manage approximately 100 million services. Its most notable capabilities include:

- **Advanced Order Management** that enables every order to be captured, qualified, validated, assured, measured for its impact on network and IT resources, protected, tracked, orchestrated, and reported on. This drives effective automation and allows exceptions and errors to be addressed before they impact customers.
- **Service Authorization** that drives on-demand, real-time and subscriber service fulfillment. It orchestrates subscriber authorization and authentication and provides visibility into pre-pay accounts, customer entitlements, subscriber and service-level policies and other information that impacts service delivery.
- **Service Resource Management** that gauges service availability accurately. It utilizes an integrated view of physical and logical resources - or key pieces of service delivery systems - to ensure that network and service-level provisioning processes can be conducted automatically with flawless accuracy.
- **Comprehensive Provisioning and Activation** that delivers a complete view of end-to-end service fulfillment processes including the customer, service and network-level factors necessary for real-time automation.

Extensibility | Delivered.

Sigma Service Fulfillment Applications

SMP can be extended as a complete, revenue-ready solution by incorporating a variety of pre-integrated applications. These applications enable functions such as order capture and tracking; service topology management; telephone number management; self-subscription and self-care; and service-level diagnostics.

Service Fulfillment Solutions

16 pre-configured solutions support communications and entertainment services including voice, HSD, video, content, and messaging services with pre-built service definition packages and workflow processes deployed on SMP. Sigma's solutions are network technology agnostic and apply for cable, telco, mobile and satellite networks.

Cartridges and Adapters

Sigma offers more than 100 pre-built system cartridges and adapters that connect to network elements, device provisioning systems, service delivery platforms and application servers. Ten off-the-shelf adapters allow SMP to integrate with and connect to Business Support Systems (BSS) and service applications.

Sigma Service Creation Environment

A Service Creation Toolkit and Service Catalog Manager make up Sigma's Service Creation Environment. It allows service providers to create and configure network and application-based services, business rules and workflow-based processing logic on top of SMP and makes them immediately available for ordering.

Core Capabilities

SMP contains many unique, core capabilities that provide the foundation for automated service fulfillment. These include:

A federated **information model**, exposed through interfaces compatible with TM Forum's SID, which drives enterprise-wide data integrity and provides common views of subscribers, services, and network elements to business applications.

A **subscriber centric** approach to IP service fulfillment that understands the customer, their roles, entitlements, policies, and access network and device capabilities. All supporting a Web2.0 world where operators can deliver a wider range of premium on-demand and mash-up services.

An **integration framework** that provides expansive sets of adapters for rapid and standardized protocol integration to a range of operations and business systems; network elements; and service and application delivery systems. Inherent in the Integration Framework is rich connection management that provides redundancy and fail-over capabilities.

An **order decomposition** capability that breaks service orders into their basic components. It automatically identifies the service and network-level actions necessary for fulfillment; verifies service availability to the subscriber; and updates subscriber profiles as orders are fulfilled.

Impact Assessment is one of SMP's many unique differentiators - which provides a detailed assessment of any order to dynamically determine the appropriate set and order of network and service resources to provision. It can reuse any service on any network with a common set of workflow templates, ensuring all services are repeatable, reusable and rapidly deliverable.

Workflow Management furnishes business workflow templates that can activate, modify, suspend, resume or re-provision subscribers' services. These templates manage all of the manual and automated variables involved in the fulfillment process and provide visibility into order status, dispatch, order ownership and dependencies.

Authorization Management provides authentication and authorization for user logon processes and enables single sign-on across all Sigma Service Management Applications.

Benefits | Delivered.

SMP delivers a range of benefits that result in faster time-to-market for new service launches; more efficiency and accuracy in business and operational processes; and superior integration and data integrity across an entire IT operations environment. Sigma customers around the world depend on SMP as a complete, carrier-grade platform for the fulfillment of individual, bundled, and converged services.

