

New Services. Delivered.



From the Global Leader in
Advanced IP Service Fulfillment
Solutions.

Video Services | Delivered.

Digital video services are the new battleground for all service providers. People want reliable service with more choice and functionality; improved program guides; intuitive DVR functions; and more interactivity. They want access to pay-per-view content; on-demand movies and programs; high definition channels; and an increasing number of shows that target their individual interests. Sigma's Residential Video Solution delivers differentiated digital video service packages for service providers around the world.



Sigma Systems
NEW SERVICES | DELIVERED.

Sigma's Residential Video Solution

Sigma's Residential Video Solution simplifies video offerings, packaging everything from video subscriptions to on-demand services. Sigma manages the provisioning of digital and IP-enabled set-top boxes and smart cards that enable complex services allowing providers to leverage the full feature sets of the premise devices they deploy. Sigma also automates core processes, like credit checks, subscriber authorizations and service-level entitlements that enable both subscribed and real-time video ordering and delivery. Out-of-the-box, Sigma's Residential Video Solution is ready to work with video conditional access servers, application servers, ad decision servers and content management systems paving the way to the future of bound and unbound applications and targeted advertising.

Package a Variety of Options – A positive and competitive customer experience begins with customers knowing they're getting access to the latest and very best interactive digital consumer experience available. Compelling offerings combine a foundation of core digital channels with premium and on-demand programming. As a la carte options come to market, and new customizable applications are rolled out, video offerings will require more personalization and targeted packaging, making a complex business even more so.

Sigma's Service Catalog Manager overcomes this complexity, enabling service providers to create differentiated, targeted and a la carte packages rapidly and easily. Spanning application, advertising and content systems and customer facing devices, Sigma lets service providers monetize the extensive digital video infrastructure investments they've rolled out.

Automated Order Management – Video subscribers are accustomed to rapid delivery and the ability to change their packages and select new on-demand services. Communications providers need to automate the order capture process to eliminate manual handoffs and errors; make contact centers efficient and responsive to subscriber-requested changes; and drive costs out of day-to-day operations. Sigma Systems' Residential Video Solution provides control over subscriber entitlements and automates the order management, subscriber provisioning and conditional access provisioning processes to deliver the subscribed, on-demand, pay-per-view and impulse video services that customers want, when they want them. Soon, all will be controlled via the push of a button and Sigma will be there to enable service providers with a new generation of interactive entertainment, content portability, unparalleled subscriber personalization and targeted advertising.

Drive Efficiency and Visibility – Sigma delivers end-to-end ordering. From self-care portal integration, programming guide integration and contact center tools to workflows that refine processes and enable end-to-end visibility, Sigma lets service providers track and fulfill orders while keeping customers informed and confident. Sigma's Service Profile Manager leverages SMP's information model to determine service availability; lets CSRs track past and in-progress orders; automates adds, changes and deletes; and provides live visibility across the entire ordering and fulfillment process.

Enable Interaction – Targeted advertising is right around the corner as are customized applications. From custom news tickers and weather reports, to gaming and voting, TV is becoming more customized and interactive to drive viewer loyalty. With more product placement in every program and more competition for sponsorship dollars, advertisers want to take every path to the market-of-one. Sigma delivers interactivity by automating the authorizations, authentications and fulfillment processes behind every push of a button that allows customers to call for more information, participate in new ways, or make purchases right off the screen.

All Play | Delivered.

Video is the staple component of any All Play service offering. Sigma delivers the tools to bundle voice, video programming, Internet, content and multi-media services with multiple service tiers and plans. Sigma makes it easy to order, fulfill, and support new services and enables visibility across subscribers, users, services and network domains to deliver a complete All Play experience from its consolidated Service Management Platform and market-ready Solutions.



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

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