

New Services. Delivered.



From the Global Leader in
Advanced IP Service Fulfillment
Solutions.

Residential Voice Services | Delivered.

Voice is the epicenter of any advanced IP, multi-service offering. It is a leading business enabler for service providers in the transition to all IP networks. It is now an integrated component of a range of other services, from mobility and conferencing to voicemail, unified messaging and unified communications. Voice-over-IP (VoIP) is a driving technical force behind this integration. And, technologies like SIP and PacketCable are now bringing mobility and unified messaging to the wired voice world too.



Sigma Systems
NEW SERVICES | DELIVERED.

Sigma's Residential Voice Solution

As the world leader in deployments of residential voice service fulfillment solutions, Sigma Systems' Residential Voice Solution enables service providers to unlock new revenue from VoIP enabled services and applications; create integrated multi-service offerings; and bring personalization, mobility and advanced calling features to market. For residential markets, Sigma's Residential Voice solution provides comprehensive order management, drives inter-carrier (E-Bonding) integration, provisions complex soft-switches and enables voicemail, unified messaging and other applications.

Coupled with Sigma Systems' Service Management Platform (SMP) and Applications, service providers receive a fully integrated, complete end-to-end solution for residential voice services which encompasses rapid service creation and accessibility; advanced order capture and holistic order management; and streamlined service and network configuration, provisioning, and activation. Sigma System's complete residential voice solution also addresses and simplifies critical processes like Telephone Number Portability, Customer Self Service, E911, Rate Center, Long Distance Carrier Choice (PIC/CARE), Directory Listing and Customer Premise Device Configuration and many more – all from a single solution.

Sigma at Home

Whether in the emerging PacketCable world, the SIP domain, or legacy TDM networks, Sigma delivers the features, processes, and enabling technologies to launch and enhance your residential voice business.

Capture and Manage Service Orders – A positive customer experience begins with the order capture process. Customers need to have confidence that their provider will connect them to the world reliably, transfer their existing services and phone number without disruption, tailor dozens of feature options, and empower them to take control of their own services to meet their changing individual needs. In order to eliminate manual handoffs and errors; make contact centers efficient; and drive costs out of day to day operations, service providers need to automate their order capture and management processes wherever possible.

Drive Efficiency and Visibility – Sigma delivers end-to-end ordering. From self-care portal 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 Customer Service Representatives (CSRs)

track past and in-progress orders; automates functions such as adds, changes and deletes; and provides live visibility across the entire ordering and fulfillment process.

Simplify the Management of Voice Services – The Sigma Residential Voice Solution enables communications service providers to create and make changes to residential voice services, voicemail, and call features easily by leveraging pre-built service definitions and workflow processes. Built on best practices from voice solution deployments at over 20 service providers around the world, this provides a reliable and efficient means to create and maintain services.

Interconnect and Overcome – Because of its history, the voice business is complex. Processes like Local Service Requests (LSRs) and number ports make the competitive voice environment rife with cost and complexity pitfalls. Sigma automates the arcane back office processes that complicate the business of delivering voice so service providers can focus on caring for customers and delivering a superior service experience. Sigma's Interconnect Gateway and Telephone Number Management applications deliver defined processes and interfaces out of the box, overcoming the operational complexities that threaten market launches, service quality and profit margins.

Enable Rich Voice Features – Compelling voice packages are about more than letting people talk. Caller ID, voice mail, three-way calling, and call forwarding are becoming table stakes. More advanced features, like service mobility, presence and simultaneous ringing are vanguards of the SIP world. Sigma's Service Catalog Manager enables communications service providers to rapidly and easily create differentiated feature packages that are compelling, repeatable, and can be targeted to promote personalization. By communicating to the device level, Sigma enables service providers to leverage the complete feature sets of the equipment they invest in so they can offer their customers the full service experience.

All Play | Delivered.

Voice is just one pillar in a well rounded multi-service offering. Sigma delivers the tools to bundle voice with digital video, Internet, content and multi-media services to create All Play offerings which can significantly increase the average service revenue per subscriber. Sigma Systems' Solutions make it easy to order, fulfill, and support new services. They enable visibility across subscribers, users, services and network domains to simplify the fulfillment process, drive down operational costs, and provide a positive and reliable service experience that attracts and retains customers.

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

Sigma Headquarters
55 York Street, Suite 1100
Toronto, Ontario, Canada
M5J 1R7

In North America, dial toll-free:

1-888-SVC-MGMT or 1-888-782-6468

Sigma Systems EMEA
Portland House
Bressenden Place
London SW1E 5RS UK

Tel: +44 (0) 207 869 8005

Fax: +44 (0) 207 869 8001

Sigma Systems Latin America
Moravia, C 2 y 3, Ave. 4 #J-6
San Jose, Costa Rica

Tel.: +506-22353118

Fax: +506-22360214

Asia Pacific
Center of Excellence
402-D, 6th Floor,
Sigma House,
Senapati Bapat Marg.,
Pune, India
411 016

Tel: 91-20-2566 1992-93



Sigma Systems

NEW SERVICES | DELIVERED.

Worldwide, dial:
Tel: +1.416.943.9696
Fax: +1.416.365.9227

www.sigma-systems.com corporateinfo@sigma-systems.com