

# Pipeline

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## OSS NewsWatch

by Alana Grelyak

Welcome to NewsWatch, where we at Pipeline do our best to provide you with what we feel is a good representation of what's going on in the OSS space, as well as the telecom world as a whole. This month, we've noticed a slight increase in newsworthy contract wins and product suite adoptions, signaling that many in the industry are hoping to streamline functionality and enhance customer services. The topics of QoS and customer service are getting more and more important as customers make greater demands on their service providers, and we hope that sharing this information with you will benefit you and your customers. We'd also like to take this opportunity to announce our new news service, where you can view full press releases that will be updated on a regular basis and accessible from our Pipeline homepage. Never fear though; all the witty commentary we know you enjoy will still be available right here in NewsWatch. We wish you an excellent November and are thankful that you continue choosing Pipeline for your source of OSS information. And now, on with the show!



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The CRTC, Canada's media regulator, has decided to look into the possible regulation of video content on mobile phones and the Internet. While some may see this as the government's attempt to censor media content, the official release states that the CRTC has "launched a proceeding to gain a better understanding of

broadcasting in the new media environment." The CRTC, since 1999, has avoided regulating content broadcast over the Internet, but it seems that the growing number of households subscribing to high-speed Internet services has prompted the organization to reconsider their formerly unobtrusive approach. Any parties interested in submitting comments to the CRTC may do so until December 5, 2008. Public hearings will be held beginning February 17, 2009.

Amdocs has just signed a six-year support agreement with MetroPCS, a provider of unlimited, flat-rate, pay in advance wireless communications service. MetroPCS has licensed Amdocs' CES 7.5 suite of products that will help the company support its wireless plans. This win for Amdocs follows closely on the heels of a similar win when customer care, billing, and OSS solutions from same product suite were licensed to Comcast Corporation and other products from said suite were also, more recently, licensed to Bulgaria's Mobiltel (M-Tel). The CES 7.5 suite of products seems to be working well for Amdocs and may bring them quite a bit of future growth. Already it has brought them business from a total of sixteen different companies, the above mentioned included in that number.

Oracle has purchased Primavera Software, Inc. a provider of Project Portfolio Management Solutions. Oracle expects that this acquisition will allow Oracle to provide the first comprehensive enterprise project portfolio management solutions that they feel will help companies reduce costs, meet delivery dates, and make better decisions. The new product will be tailored to project-intensive industries, such as engineering and construction, utilities, oil and gas, among others. "Enterprise PPM is moving to the forefront of business strategy for industries managing complex and capital intensive projects, and has emerged as a global driver for value creation and business success," said Oracle President Charles Phillips. "With 20% of the world's GDP spent annually on projects, the addition of Primavera is expected to extend Oracle's leadership position in the enterprise application space." Until the transaction becomes final at the end of 2008, both companies will operate independently. Financial details were not disclosed.



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Subex's TrueSource, a Data Integrity Management solution, has recently been chosen by Norway's Telenor to help the company provide next generation services.

"We selected Subex due to their experience in driving business value through their solutions. TrueSource provided the best solution to meet our requirements of network discovery and more importantly, comparing that information for multiple inventory sources. This is critical to get an accurate end to end view of our services," said Terje Foyn Johannessen, Head of Information Systems at Telenor.

Convergys has decided to expand its OSS/BSS market offerings by acquiring Ceon Corporation, a provider of product lifecycle management and fulfillment software. This expansion of OSS/BSS services available to service provider customers on a global scale may allow Convergys to grab itself a larger piece of the pie. "In our opinion, Convergys' acquisition of Ceon is a great decision that will enable it to empower carriers to transition to a centralized catalog strategy, bringing order to the chaotic product management process that is so inherent in carrier's OSS and BSS environments," said Ari Banerjee, Director of Enabling Technologies for Yankee Group.

Also in an attempt to get a more filling slice of the sweetness that is OSS, Clarity has purchased a "certain number" of customer contracts and assets of Dot Communications Pty Ltd. that relate to their Viper business. Clarity hopes that the purchases will strengthen their ability to offer customer self-service and wholesale IP provisioning capability. Tony Kalcina, Founder and Executive Director of Clarity comments, "We are strengthening our position in the market with this acquisition and will not only be better placed to provide superior customer solutions for our clients but offer an additional accountability tool to ensure strong results. It is our belief that empowering our customers is the surest way to success." Dot Communications will be paid with a combination of upfront cash and success-based royalties.

Astellia, a company that specialises in the design, production, and marketing of software and hardware solutions to manage Quality of Service, has recently extended its systems portfolio by acquiring a technology from Orange Labs that will allow them to automatically diagnose and provide answers to faults identified in networks. The new tool will be added to Astellia's catalogue of performance management solutions in 2009 and the company hopes it will allow it to capitalize on the advantages of automatic, centralized diagnosis in order to win new clients, who will benefit from the improved diagnostics and therefore gain better network quality.

Telcordia has recently appointed Lalit Agrawal as Vice President of India Sales, Service Delivery Solutions. Agrawal has more than 16 years of experience in the Indian telecom industry. "Lalit Agrawal's intimate knowledge of the India communications market coupled with Telcordia's 25 years of communications expertise will ensure that communication service providers have the solutions they need to quickly generate revenue and differentiate in hyper-competitive and hyper-growth markets like India," said Pat Donnelly, Country Head, Telcordia India, Service Delivery Solutions.

***If you have news you'd like to share with Pipeline, contact us at***

***editor@pipelinepub.com.***

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