New Services. Delivered.

From the Global Leader in

Advanced IP Service Fulfillment

Solutions.

Internet | Delivered.

High speed Internet service is about more than just connectivity. It's about using high-speed connectivity as a conduit for delivering a wide range of services – premium content, multimedia, messaging, entertainment, gaming and other, Internet-based IP services A robust Internet offering starts with high-speed Internet service tiers coupled with email, web hosting, security and privacy controls. With these capabilities in place, people can download content, make purchases, gather news, play games, share photos and access entertainment. Sigma Systems' Residential Internet Solution delivers the capabilities service providers need to turn connectivity into interactive, multi-service channels and offer customers new, personalized services that fit their lifestyle.

Sigma Systems

Sigma's Residential Internet Solution

High-speed Internet starts with delivering broadband or wideband connectivity that opens a path to content and applications and wraps core Internet services around it. Table stakes in delivering Internet services include email and web-hosting, and Sigma delivers it all out of the box.

Safety, Security and Control

Safety, Security and Control – Service providers can add value by putting control and safety in customers' hands. Sigma enables service providers to offer privacy and security services such as firewalls, anti-virus and anti-spyware protection; pop-up blockers; and refined parental controls so parents can ensure their kids and their identities are safe and secure online.

Capture Orders

Capture 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, provide an online experience that excites them, and care for their individual needs when they reach out to the contact center for more. Sigma lets service providers automate the order capture process to eliminate manual handoffs and errors; gives contact centers the information they need to be engaging and responsive; and drive costs out of day to day operations.

Drive Efficiency and Visibility

Drive Efficiency and Visibility – Nothing frustrates a customer more than waiting for service. From self-care portal integration and contact center tools to workflows that refine processes and enable end-to-end visibility, Sigma enables service providers to 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 adds, changes and deletes; and provides live visibility across the entire ordering and fulfillment process.

Sigma Systems' Residential Internet Solution leverages pre-configured service models, workflow processes, and integrated technology cartridges to seamlessly integrate into service provider IT environments to efficiently and accurately deliver services every time they are ordered.

Deliver Content

Deliver Content – With high-speed connectivity in place, people want access to all that the Internet can offer. Where the Internet was once primarily an information source, it has become an interactive entertainment channel through which people soak up video content, applications, music, games, photos, and social networks. Sigma's Service Catalog Manager enables service providers to create differentiated ISP packages that include premium content services which are compelling, repeatable, and can be tailored to promote personalize lifestyle service offerings.

Changing the Internet free-for-all into a revenue-generating content and entertainment business is the challenge all communications service providers face. Sigma's solutions deliver the subscriber authentication and authorization capabilities they need to manage the customer's experience; support and protect online activities and information; and create premium offerings that offer more and are worth more to consumers.

Provide Dynamic Bandwidth and Service Levels

Provide Dynamic Bandwidth and Service Levels – Consumers want to enjoy a range of bandwidth hungry applications. They'll pay on a usage basis for applications they'll get from their providers or 3rd parties – but delivery must be beyond what a static pipe and the free Internet can provide. Sigma enables bandwidth-on-demand, where consumers can adjust the size of their broadband tier or service level intentionally or automatically based on the services they access. Or, consumers can intermittently boost their bandwidth level on-demand to provide superior quality for high-bandwidth services. Sigma's Service Topology Manager provides visibility into how network resources and quality of service are impacted as changes occur and how those changes impact subscribers as they interact with new content and applications. It ensures that the appropriate network resources and quality of service are available so premium services are delivered without disrupting the customer experience.

All Play | Delivered.

Broadband or wideband connectivity and Internet services are vital components of a well rounded All Play offering. Sigma delivers the tools to bundle voice, digital video, Internet, content and multi-media services. 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, premium and tailored All-Play experience.

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

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