

Network Provisioning: Multi-Vendor Activation

Communication Service Providers are evolving complex multi-vendor networks to provide adequate services for 2G/3G/4G mobile, data, TV, fixed line and UC. The many disparate systems that require complex rules and knowledge suffer unreliable lengthy configuration across many vendor biased tools and the favourite collection of spreadsheets.

Network Operation Centre (NOC) / Service Operation Centre (SOC) staff are confronted with a multitude of data and information to provision services, often needing to manually operate multi-vendor platforms to activate end-to-end services.

The process:

- Is intensely manual
- Draws on inconsistent data sources
- Pushes systems beyond their specifications
- Suffers subjective application of policies and rules
- Involves error prone “swivel chair” access to multiple systems

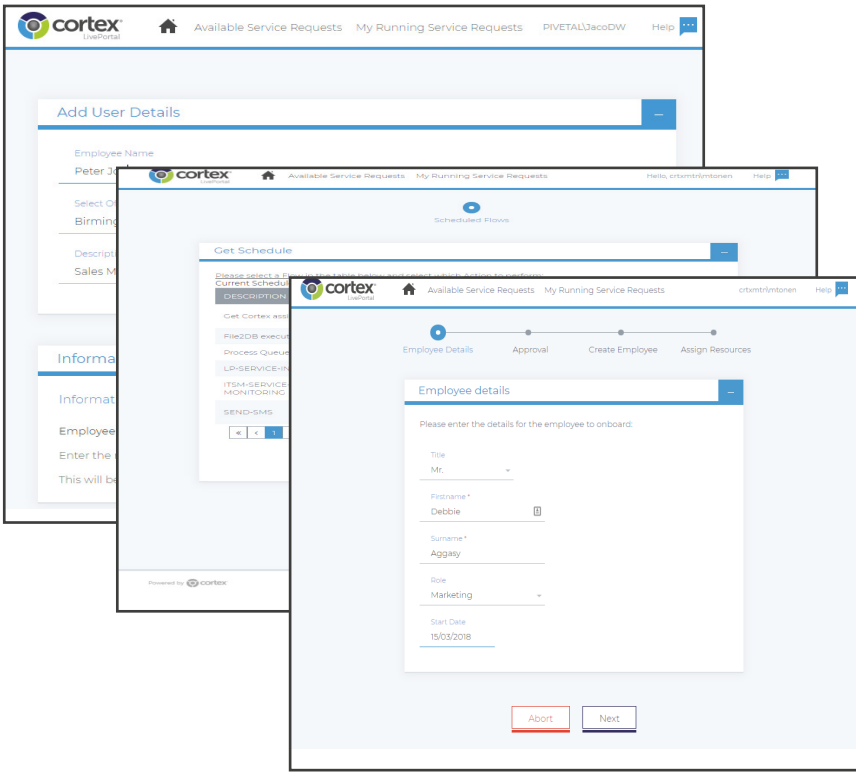
Cortex provides a unique solution to the challenge

Cortex Intelligent Automation software platform is a BSS application within the telecom space, capable of orchestrating multiple OSS and BSS tools. Providing a vendor independent intelligent automation platform to:

- Automate methods used to plan and allocate infrastructure resources
- Centralise data sources
- Consolidate multiple system’s information, including spreadsheets
- Orchestrate configuration, capacity planning, naming, and business rules, for consistent application
- Remove manual error and improve accuracy

Cortex applies the specialist knowledge of NOC/SOC teams to greatly reduce provisioning and activation timescales.





Cortex users access the LivePortal to view reconciled information from these sources, for example from Amdocs/ Cramer inventory and OSS tools. Cortex reconciles systems, updating parameters to a defined “Master” system.

Cortex integrates with currently deployed OSS/BSS tools, providing analytical decision-making across disparate platforms. Exceptions are escalated to operators for review, providing visibility, control, and governance.

The Cortex Solution enables:

- Reduced reliance on legacy systems
- Efficient application of current processes across multiple domains
- Simple adoption of future processes
- Reduced manual involvement in provisioning processes (escalations only)

Benefits:

- Managing multi-vendor activation and provisioning with one platform
- Decreased provisioning timescales
- Removed reliance on ad/hoc spreadsheets
- Increased accuracy of data and processes
- Increased capacity of NOC/SOC teams to perform higher value functions

