

# telesperience

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**News:**

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### Americas

**SaskTel**, a full service CSP in Saskatchewan, has selected **NSN** to provide core network technology for a new next-generation wireless network. Already based on the latest version of HSPA+ (High Speed Packet Access) technology, SaskTel will use a core network solution that includes mobile soft switching, packet core with direct tunnel functionality, and harmonized subscriber management systems. SaskTel's network is expected to be launched in mid-2010 with a targeted completion date of 2011.

**Convergys** announced that **IBM** has selected it to provide customer service solutions to drive data accuracy for the upcoming 2010 census. IBM is a subcontractor to Lockheed Martin on the Decennial Response Integration System program team for the 2010 Census. Approximately 1,500 specially trained agents will service the contract from Convergys' US facilities. Convergys' contact center agents will work directly with US residents who have submitted incomplete or inaccurate census questionnaires, utilizing proactive outbound communications to improve the accuracy of the data.

**Bridgewater Systems** has announced the availability of enhancements to the Policy and Charging Rules Function (PCRF) compliant Bridgewater Policy Controller for HSPA and LTE networks. New advanced features of the Bridgewater Policy Controller allows operators to deliver innovative usage and application-based services such as policies and pricing based on bandwidth usage, specific types of applications, and casual usage. CSPs can also manage network congestion by applying Smart Caps and metering to adjust usage levels based on realtime factors such as level of congestion and time of day, or a subscriber's data consumption or roaming status. Bridgewater says its technology enables CSPs to significantly reduce costs by adopting a more efficient way of enforcing policies and metering subscriber usage that does not require expensive Online Charging Systems or upgrades to existing charging systems.

A recent **Yankee Group** survey of executives from 61 GSM/HSPA operators in Europe, Asia, Latin America and the Middle East revealed that the majority preferred a PCRF standards based policy solution. The ability to charge subscribers based on their volume of usage for individual applications such as video, peer-to-peer, and voice over IP was ranked high in importance. The same survey concluded that allowing subscribers to individually set and modify their own service preferences and plans including managing usage, and setting limits per application or while roaming was a strong value proposition.

**Fidelity Communications**, an independent operating company based in Missouri, has chosen **NSN's** hiT7300-based Metro DWDM solution to meet the rapidly growing demand for bandwidth in its core network. Fidelity will use the NSN's platform to accommodate Internet subscriber growth, demand for higher-speed Internet packages and more high-definition content.

**Oracle** announced the completion of its acquisition of **Sun Microsystems** in January 2010, along with a list of more than 60<sup>1</sup> CSPs it says have selected or extended their use of Oracle Communications applications in the first half of Oracle's fiscal year (ending November 2009). Examples include **Telstra**, which is using Oracle Communications Services Gatekeeper to support its Service Delivery Framework. Telstra will work with Oracle Communications Consulting to complete the implementation. **Cosmoline**, a Greek CSP, selected Oracle Communications Billing and Revenue Management to launch its Wi-Fi services, replacing an existing SAP billing system.

**Oracle** also said it has agreed to acquire **Convergin**, a leading provider of real-time service brokering solutions. Convergin's J2EE-based Service Broker platform enables CSPs to manage services for a wide range of networks and application platforms, including prepaid charging. Oracle says that CSPs are increasingly looking to transition from inflexible and costly intelligent network platforms to deliver value-added services. The combination of Oracle and Convergin is expected to provide a single carrier-grade, standards-based IT platform, allowing CSPs to effectively evolve their service delivery capabilities at a lower total cost of ownership. The deal is expected to close in the first half of this year. Financial details of the transaction were not disclosed.

Integrated CSP **GCI** said it was extending its relationship with **Comverse** to support cable subscribers with unified billing and customer management for its multi-channel TV services. Comverse already supports billing and customer care for GCI's internet, mobile and wireline services.

**Comverse** has announced it's enhancing its Mobile Internet HUB with Deep Packet Inspection (DPI), which provides detailed internet traffic management and analysis. Comverse says the upgrade enables mobile operators to better manage surging mobile data traffic, achieve optimal network performance and unlock additional revenue potential, while also helping subscribers receive the best possible quality of service for their price plan. Comverse says the DPI technology will work with Mobile Internet HUB's new smart traffic management to allow operators to reduce network congestion by shaping and prioritising data traffic. The technology will also enable CSPs to offer segmented pricing plans based on specific applications rather than flat-rate consumption. And CSPs will be able to notify subscribers about their data consumption before they exceed their monthly

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<sup>1</sup> Other CSPs Oracle says have selected or extended use of Oracle Communications applications and platform software include: Aircel Limited (India) American Móvil Peru (Peru), Bell Canada (Canada), Boingo (United States), Belize Telemedia Limited (Belize), China Telecom Shanghai (China), Chunghwa Telecom (China), Colombia Móvil S.A. (Columbia), Cox Communications (United States), Electronics and Telecommunications Research Institute (Korea), EMOBILE Ltd. (Japan), ENABIL Solutions Inc. (Canada), Expresso Telecom Group Ltd. (United Arab Emirates), Fujian Mobile (China), Globalive Communications (Canada), Hawaiian Telcom (United States), Hellenic Telecommunications Organization OTE (Greece), Hughes Network Systems (United States), Iowa Telecom (United States), mobilkom (Austria), Ningxia Telecom (China), NTT PC Communications (Japan), Orange Slovensko, a.s. (Slovakia), PAETEC (United States), PCCW (Hong Kong), SaskTel (Canada), Saudi Telecom Company Bahrain (Bahrain), Shaw Communications (Canada), TDC (Denmark), Telcel Mexico (Mexico), Telecom Argentina S.A. (Argentina), Telecommunications Services of Trinidad and Tobago (Trinidad and Tobago), Telenor Connexion (Sweden), TeliaSonera (Finland), Victoria Department of Education and Training (Australia), VimpelCom (Russia), Virgin Media (United Kingdom) and Wi-Tribe Limited (United Arab Emirates).

allotments of streaming video or other bandwidth-devouring applications and offer upgrade plans, helping to reduce the possibility of 'bill shock' (now also a regulatory requirement for roaming consumers in the EU).

**Sigma Systems** and **Tribold** announced an integrated solutions partnership to provide telecom and cable operators with an end-to-end concept-to-product-to-cash solution. The joint solution provides a means for rapid product and service development and delivery by removing the back-office bottlenecks that impede the product creation-to-cash process. Underpinned by a fully integrated product and service catalog /lifecycle management capability, the solution adheres to SOA and SID standards for simplified implementation.

**Intec** said that **Globalive's WIND Mobile** had selected it to support its Canadian wireless service launch, which went live in December 2009. Intec is supplying its Convergent Billing and Customer Management (Singl.eView), Intec Total Service Mediation (Inter-mediatE and Inter-activatE) and Intec's settlement solution.

**Intelliden** announced the launch of Intelliden iAudit, which it claims is the first free, cloud-based application for validating the compliance of network devices against configuration policies. Intelliden says network and IT managers can confidentially submit device configurations for compliance validation, with no requirement to download or install software. Intelliden iAudit then performs a number of policy checks and produces summary and detailed reports to highlight successes and failures. Intelliden iAudit can be used to validate the integrity of existing solutions and to augment manual or script-based network compliance checks. The Intelliden iAudit application is currently available for **Cisco** IOS-based and **Juniper** JUNOS-based routers, and is offered free of charge. For more information see [www.intelliden.com/iaudit](http://www.intelliden.com/iaudit).

In January **Amdocs** unveiled CES 8, the latest version of its portfolio. For more information about this latest release please visit [www.amdocs.com](http://www.amdocs.com). Amdocs announced a number of other deals this month. For example, it said that **Claro Brazil** is deploying Amdocs products to support customer ordering, sales force automation, e-commerce and web self-service. Amdocs products will support all of Claro Brazil's current sales channels, including call centers, dealerships and kiosks, and will also improve its online offerings. With the deployment of Amdocs Self-Service products, Claro Brazil will introduce e-commerce as a new service, thereby extending its sales channel and reach, and increasing potential revenue opportunities. This deployment expands Amdocs' long-standing relationship with Claro which already has Billing and Partner Relationship Management solutions from Amdocs in production.

**Bell Canada** said it is extending its current managed services and related professional services relationship with **Amdocs** to deliver and support billing and billing-related services across the organization. The deal will run for an additional five years through to 2017. In a separate announcement, Amdocs also said that it had signed an agreement with **AT&T Services** to provide additional applications management services in support of AT&T's Wireline customer care, billing, ordering and wholesale platforms (which will commence in early spring 2010). This is an extension of

an agreement signed in 2007 for Amdocs to manage AT&T's legacy consumer and wholesale platforms until 2017.

**Pitney Bowes Business Insight** said the latest version of its Aura solution will enable companies to automate the cumbersome process of correcting customer addresses while reducing costs from undeliverable mail and providing improved customer service and targeted marketing opportunities.

Currently, businesses are required to update their bulk mailing lists with correct address changes within 95 days of the mailing date. A recent survey conducted by Pitney Bowes Business Insight revealed that 54% rely on the US Postal Service Address Change Service to ensure mail is delivered to the correct address and that new addresses are updated within the companies' systems. However, only 55% of the responding companies actually analyze the ACS notices, therefore missing out on key information about non-deliverables. From January 2010, companies whose mailings are not compliant with the USPS Move Update standards, which aim to reduce the number of returned and undeliverable-as-addressed mail, will be subject to additional postage of 7 cents per assessed piece.

The Aura solution enforces a closed loop process for enterprise address management in compliance with the USPS Move Update standards as well as regulatory standards imposed by the SEC or HIPAA. To ease the burden of regulatory compliance, the Aura solution captures information from the USPS system, which aids mailers in identifying address changes before mail enters the mail stream. In addition, the Aura solution utilizes codes returned from ACS to create workflows that alert mailers to take specific actions for correcting address changes in their customer databases.

The Aura solution can also alert users to life events that offer cross-selling opportunities, as well as early warning on undeliverable addresses on new accounts, which can help reduce fraud and improve overall customer satisfaction. "Accurate addressing is the last mile in the customer relationship lifecycle and every company should have a data governance strategy in place for enterprise address management," said Matthew McPartlin, global portfolio director of communications intelligence for Pitney Bowes Business Insight.

**Pitney Bowes Business Insight** also announced the availability of the Enterprise Routing Module for the Pitney Bowes Spectrum Technology Platform. The company says its platform is the first to offer integrated enterprise location intelligence functionality, enabling organizations to better understand their customers and assets in terms of location. The Enterprise Routing Module combines data quality, location intelligence and sophisticated algorithms in a service-oriented architecture that seamlessly integrates into business operations to streamline routing and delivery processes.

Individuals responsible for logistics, marketing and network performance can now integrate in-house data, including customer records and network locations, and run route optimization analysis in batch or real-time mode to support operational decisions.

For retail organizations that deliver to customers, or telecommunications and utilities providers that manage large field service teams, this routing capability reduces costs and improves productivity. It can also increase customer satisfaction, as organizations can more precisely gauge when a company representative will arrive for service and communicate this in advance to the customer.

“Nearly every industry must make logistical and operational decisions based on location-based information, such as drive time or drive distance to optimize their operations. Organizations cannot rely on simplistic as-the-crow-flies calculations to get the job done,” said Navin Sharma, director of global product strategy for Pitney Bowes Business Insight. “With the Enterprise Routing Module, Pitney Bowes Spectrum Technology Platform customers can perform sophisticated location intelligence analysis to maximize marketing opportunities and identify gaps in service, while increasing the efficiency of delivering goods and services.”

**Envision Telephony** announced it had strong momentum with its workforce optimization solutions in 2009, including the release of Envision InteractionIQ and the continued success of Envision Centricity. “2009 marked a year of significant strides for Envision as a company,” said President Rodney Kuhn. “We launched a market changing speech analytics solution with Envision InteractionIQ; continued to build a strong customer base for Envision Centricity; formed a number of significant partnerships that will continue to expand our reach across North America, South America and Europe; received a number of awards and accolades for our market changing workforce optimization solutions; and empowered our customers further with the Envision Executive Direct Program. Although 2009, was a very difficult year for many, we are gratified to report that our customers have told us they are even more proactively utilizing our workforce optimization solutions to increase their competitive advantage through these turbulent times.”

Expanding on an existing relationship with **Cox Communications**, **Syniverse** announced it will provide a broad suite of mobile messaging, roaming and network solutions. Syniverse will continue to support Cox’s SS7 class services.

**Aria Networks** announced the introduction of iVNT TDM. iVNT TDM supports planning and optimising SDH/SONET networks and introduction of NGN services. The company says that its artificial-intelligence-based approach ensures return on investment in SDH/SONET is maximized while offering predictability for service evolution and migration activities.

Aria Networks says it recognises that CSPs must efficiently manage their TDM networks for the foreseeable future, but can no longer perform this task in a ‘silo’, separate from their data networks. At the heart of iVNT TDM is the principal that service and circuit routing is the fundamental activity of a communication service provider. Optimal routing creates flexibility and results in efficient use of network resources. “TDM remains an important technology and will likely still be in existence and evolving over the next decade,” said Tony Fallows, CEO of Aria Networks. “Networks will not be IP only. They will comprise layers of technologies to best suit the service providers’ business requirements. For example, many TDM systems are used in the core of a network, to support long-haul structures, and to satisfy demands for strict service-level agreements. IP is important, but is only part of the complete solution.”

**Redknee** said that **Loop Mobile** has successfully launched its Next Generation Rating and Charging solution to enable innovative data applications & services. Loop Mobile intends to offer differentiated, value-added data services supported by Redknee’s real-time charging platform.

Lucas Skoczkowski, Redknee's CEO, commented: "At Redknee, we are continuing to take market share in the real-time rating and charging space, and this win helps us to advance our position across the high-growth markets— in line with our growth strategy."

**Airwide Solutions** said it had appointed Peter Sterpe as VP of Research and Development. With over 25 years of experience in software product development and operational management of Research and Development, Peter will lead Airwide's global research and development activities supporting Airwide's main R&D sites in Canada and Finland. His focus will be to drive the development of Airwide's global team to support technical innovation and high performance software products and solutions. Prior to joining Airwide, Peter managed engineering teams at a number of cutting-edge companies including iAggregate, ArsDigita and Cering, before working at Forrester Research. Peter has also worked with a number of well-established brands, including Allaire, Interleaf, and KPMG and previously served as CTO at Software-as-a-Service provider, Curaspan, where he managed product development and infrastructure.

## **Central and Southern Asia, Asia-Pacific**

Singapore CSP **MobileOne** (M1) expects to achieve up to a 35% reduction in its telecommunications networks' carbon footprint by early 2011 the company announced. It says this has been enabled by use of **NSN's** Flexi Multiradio base stations. NSN is currently modernizing M1's 2G network to prepare it for a smooth transition to Long Term Evolution (LTE), and M1 is expected to begin an LTE trial in February 2010.

Korean CSP **SK Telecom** says it has deployed the **Oracle** Exadata Database Machine to power its new billing analysis and verification system. The company reported that its billing accuracy and customer satisfaction have increased with the more-than ten times query processing performance improvement of its 20TB data warehouse. The new billing system integrates data from more than 210 services in realtime and is capable of performing intense analysis, providing SK Telecom with a single view of its customer response rates, usage trends and patterns. The project was delivered by **TNS**.

**Convergys** announced that the China Call Center & CRM Association has named it the "Best Call Center Technology Provider of 2009 in China." Convergys is a key player in the Chinese financial services industry, where its Edify Voice Interaction Platform powers millions of instances of customer self-service. "To be recognized by our industry peers with this prestigious award is a great honor," said Benjamin Hart, Convergys Managing Director of Relationship Technology Management, Asia Pacific.

Japan-based Cable ISP **KMS**, the provider in the Kansai area of cable internet services under the "ZAQ" brand for Jupiter Telecommunications Co (J:COM), the largest multi-system operator (MSO) in Japan, has selected a suite of **Openwave's** infrastructure and email solutions. The messaging solution selected by KMS includes Openwave RichMail, an AJAX-based converged communications solution that offers the end user a web-based means for accessing the mailbox wherever and whenever it's needed, and Openwave Email Mx, an extensible, carrier-scale email solution that scales to support any number of subscribers with fast, reliable performance.

Anil Pandey has been named Head of **Telcordia** India Labs. Pandey will oversee all the company's software and services development for its Service Delivery Solutions (SDS) division in India. Anil will be responsible for product architecture, systems engineering, quality assurance, configuration, migration and support - with a focus on enabling operators throughout the Asia-Pacific region to differentiate themselves by delivering innovative, revenue generating services to their customers. With more than 22 years of experience in the field of software technology and research, Pandey previously worked at Huawei Technologies as an associate vice president, Business Line Head Application & Software. Prior to Huawei, Anil worked as a senior architect in embedded software with Philips Software Centre in Bangalore and a senior engineer in SCADA and process control at BHEL Industrial Systems.

**Subex** meanwhile announced the launch of NetProvision 6.1, a multi-service, multi-technology, multi-vendor fulfillment solution used to automate the provisioning and activation of wireline connectivity services for Enterprise VPN and residential broadband services. Subex says the solution is designed to increase service providers' revenues, decrease time-to-market and operation costs by automating design and activation of complex connectivity services, enabling flow-through provisioning of next-generation Carrier Ethernet and IP-based offerings. Mark Nicholson, CTO, Subex Ltd said: "Service providers face increasing rates of change in product complexity and new networking technologies. NetProvision 6.1 allows timely and cost effective creation of new competitive IP and Ethernet offerings while rapidly introducing new and differentiating network capabilities, drives down operational costs, eliminates errors and improves the customer experience"

**Huawei** and **Qualcomm** said they had successfully completed one of the industry's first interoperability tests on dual carrier HSPA+ (High Speed Packet Access Plus) technology. The test reached a peak downlink data rate of 42Mbit/s. Huawei's latest HSPA+ solution and Qualcomm's Mobile Data Modem chipsets were used in this interoperability test.

**Huawei** also announced that its IPTime solutions successfully completed multi-vendor interoperability tests by the European Advanced Networking Test Center in Berlin. A series of Huawei's IPTime solutions, including routers, microware and optical access and transport products, switches and IP service quality monitoring system, participated in the EANTC testing, which assessed the interoperability of Ethernet implementation methods with a range of vendors .

## **EMEA**

**NSN** and **LG Electronics** announced they have achieved an LTE downlink data transfer rate of 100Mbit/s, the maximum speed for a Class 3 LTE terminal. The call was made using NSN's LTE radio equipment, including the Flexi Multiradio Base Station, its Evolved Packet Core network elements and standards-compliant software along with a pre-commercial LTE USB modem from LG Electronics (LG).

On a slightly more gloomy note, **Deutsche Telekom** reported a net profit of EUR353 million (approximately USD476 million) for 2009, which represents a 76% on the previous year. Deutsche

Telekom chief executive Rene Obermann said: "After a bumpy start, we rounded 2009 off with good results." Revenue for the year rose 4.8% to EUR64.4billion, but the firm made a EUR3 million loss in the final quarter of the year. "Cost discipline was key to getting through economically challenging times. However, we did not save at the expense of the future, but continued to invest heavily," Mr Obermann said.

**France Telecom's** profit also fell sharply by 26% to EUR3 billion. Incoming France Telecom chief Stephane Richard said profits had been hit by charges related to resolving a suicide crisis in the company after a series of workers committed suicide last year. Richard said a new scheme this year would put customers and employees "at the heart" of the firm's priorities. Overall revenue fell 1.9% to EUR51 billion.

Deutsche Telekom's **T-Mobile** and France Telecom's **Orange** have announced plans to merge their UK businesses. The proposed merger will create the UK's largest mobile provider with post pro forma 2009 sales of GBP7.57 billion and EBITDA of GBP1.38 billion.

**Telecom Italia** said that authorities in Italy had seized EUR300 in cash and borrowings in lieu of tax credits that were alleged to have been illegally accrued by a subsidiary, **Sparkle**. The alleged VAT fraud covers the period between 2005 and 2007.

**Convergys** announced today that it has completed the implementation of Convergys's Smart BSS Solutions for **Telecom Egypt**. Convergys also provided consulting services as part of this implementation to help Telecom Egypt maximize the productivity of the solution.

Telecom Egypt is using Convergys Rating and Billing Manager Smart App to enable a customer-centric approach to its subscribers. With the Convergys solution, Telecom Egypt can, for example, launch flexible and responsive market-driven subscriber offers and promotions, rate and bill in real time, and provide a consolidated bill for subscribers with multiple national and international telephone lines. Convergys has now migrated all of Telecom Egypt's many millions of subscribers to the solution, which is rating and billing all instances of subscriber activity.

**Aircom** has appointed Calum Byers as the new General Manager of the company's software products division. Managing AIRCOM's complete portfolio of network planning, management and optimisation software, Calum takes over from Ricky Watts, who will focus on his role of CTO.

A key focus for Calum will be the profitable growth of existing business and the acceleration of new products. In addition he will ensure that AIRCOM remains competitively placed and at the forefront of the market, whilst ensuring AIRCOM delivers on the company's future vision of Self Organising Network (SON) architecture.

With over 28 years of telecoms experience, Calum joins AIRCOM from Nortel, where he has held a number of senior executive positions including VP Global Sales Operations and VP EMEA Services, and more recently he has been the prime for the recent sale of Nortel's GSM business.

**Netsize** announced the Ninth Edition of the Netsize almanac, which is says is a unique and candid report on how the industry currently views market issues, business opportunities and mobile's

winners and losers. So what are the key take aways from this year's guide? Well Netsize says 87% per cent of respondents indicate that the Apple App Store will be most successful, followed by Google's Android Market (60%), Nokia's Ovi Store (30%) and RIM's BlackBerry App World (27%). Surprisingly, applications stores run by mobile operators finished low in the list.

Despite the rising popularity of application stores, side-loading and content-forwarding remains the most important distribution channel for mobile entertainment content, ranked first by 84% of respondents. Mobile is not a standalone technology say 92% of respondents, who felt it is most effective when combined with online media. A significant number of respondents said they also see huge growth opportunities for communications that combine mobile and direct mailing via email.

For 73% of respondents search, good navigation and targeted offers lead the list of requirements for a good shopping experience on mobile; 60% said a choice of payment methods and the ability to have purchases charged to their phone bill is also central.

2010 will see the take-off of permission-based m-commerce according to respondents. 71% say these purchases will be triggered by location-aware marketing, while 57% believe mobile coupons and campaigns involving 2D barcodes will generate sales.

**FTS** announced that it has partnered with **Steria France** to create the 'Steria Agile Billing' solution, enabling a new relationship between operators and their customers that goes beyond simple billing. The solution addresses developments in the telecommunications industry that have required operators to improve their pricing and billing processes to include more intelligence and flexibility in order to provide increasingly customized services to the consumer.

The companies say their solution provides operators with a next-generation billing platform that is agile and intuitive, allowing the rapid launch of new offerings in line with the complexity of the constantly changing service provider environment. Marketing teams can now independently configure new services, new offerings or attractive special promotions in record time.

"Our solution makes the customer central to the billing system by monitoring their usage in real time", commented Nir Asulin, VP Operations, FTS. "An extremely intuitive modelling system, the DO Tree, allows the marketing function to build pricing rules and models which take into account each customer's usage patterns and the richness of the choices they make. We are very pleased with this partnership with Steria, as the complementary nature of our companies allows us to broaden our future prospects together."

**Oberthur Technologies** and **Sicap** announced an exclusive agreement to provide a joint Full Device Management platform. The new offer combines their best of breed technologies to deliver converged, streamlined management of subscriber devices and SIM cards.

The Full Device Management solution offers realtime configuration, updates and management of both devices and SIMs. The companies say the solution provides a unique customer care interface and can be operated as a single platform with common hardware, software, and administration either in the mobile operator premises or in Oberthur Technologies' or SICAP's certified datacenters.

MTN has announced what it says is the first mobile collect call service in Cote d'Ivoire based on **Sicap's** Pay4Me solution, which was launched in November 2009. MTN is running a nationwide media campaign, including a TV commercial which shows a child and her Mother phoning the Father, who automatically accepts the call charges. MTN says Pay4Me clearly stimulates calls which otherwise would not have happened. The vast majority of mobile phone users in Cote d'Ivoire are prepaid. Instead of friends beeping each other when out of credit, MTN customers can now choose to request a collect call.

**MIND CTI** has announced release 7 of MINDBill. MINDBill 7 is, say the company, a true convergent end-to-end billing and customer care solution for the prepaid/postpaid mobile and wireline market segments. It includes a newly-developed prepaid IN module called MINDBill Prepaid IN, which complements MINDBill's existing prepaid offering for VOIP, Broadband and WiMAX. The Multiple Services Credit Control feature provides realtime quota allocation that enables the simultaneous usage of a number of services through different protocols, while monitoring the consumption of a single account balance or a service wallet to avoid revenue leakage.

**Symsoft** said it has replaced **NetCom's** existing prepaid system with Nobill Prepaid. Symsoft has been working closely with TeliaSonera for many years and is strengthening its market position in the Nordics. The Nobill Prepaid solution has been in commercial use at TeliaSonera in Sweden since 2004 and in Denmark since 2005. NetCom will benefit from having a common supplier of a prepaid system, so that features and capabilities are the same in all countries.

**Symsoft** also announced that **3 Scandinavia** have implemented a dedicated wholesale SMS system using Nobill A2P SMSC. The solution is used to provide specialized functionality tailored to the handling of messages between users and applications. "This is a great start to 2010. Working with a dynamic company such as 3 to bring the very best in A2P functionality to the market", commented Peter Jansson, Sales Director at Symsoft.

On a very positive note, **Cerillion Technologies** announced it has been selected by three new clients for major CRM and billing projects in a very successful first quarter of 2010. Cerillion revealed these included a billing system implementation for an established MVNO in the UK; deploying Cerillion Express for a large prepaid operator in West Africa; and an end-to-end CRM and billing solution for a multi-country cable operator offering a full suite of TV, voice and data services.

"Following our strong results for 2009, I am delighted to report continued success at the start of this year with these three new customer wins," commented Louis Hall, CEO, Cerillion Technologies. "

According to **NSN's** Connectivity Scorecard 2010, increased focus on improving ICT infrastructure, broadband penetration and developing the right workforce skills will counter the lingering effects of the current recession. The results from this year's study reveal a leadership change in the innovation-driven economies with Sweden overtaking the US for the top spot. The Connectivity Scorecard is an annual study of 'useful connectivity' in 50 countries around the world, commissioned by NSN and authored by Professor Leonard Waverman, Dean of Haskayne School of Business, University of Calgary, in conjunction with the economic consulting group LECG.

Useful connectivity is defined as the bundle of infrastructure, complementary skills, software and informed usage that makes ICT the key driver of productivity and economic growth.

“The telecommunications and technology sectors proved to be remarkably resilient during the current global financial and economic crisis,” said Professor Waverman. “Broadband penetration and mobile telephone adoption continued to grow in most economies – developed and developing – as did the adoption of many other ICT technologies. Economic recovery and government stimulus packages aimed at boosting broadband deployment and ICT development should provide room for optimism in the coming years.”

“The comparison between the US and Sweden actually brings us to the very essence of the Connectivity Scorecard,” added Professor Waverman. “When we urge countries to step up the use of ICT to better exploit their potential, it is imperative that driving ICT infrastructure to the next level goes hand in hand with investment in human resource training. Sweden not only has the best current mix of attributes, but it also shows few signs of losing its lead. By contrast, there is the beginning of a gap in what was once the essence of US leadership in most industrial and service sectors – education and skills.”

Closely following Sweden and the US among the innovation-driven economies of the Scorecard, Scandinavia remains a technological leader with Norway and Denmark ranked third and fourth, while the Netherlands completes the top five group. The poor showing of southern European economies is repeated again this year with Italy, Spain, Portugal and Greece sharing the lowest rankings together with eastern European nations.

There remain marked gaps between the bottom five or six innovation-driven economies and their better performing counterparts. While most of the countries in the middle ranks show at least a few areas of the Scorecard in which they are substantially strong, this is not the case for southern and eastern European economies that are still lagging behind on all the dimensions of ICT deployment, uptake and utilization, the Scorecard seeks to capture. Equally significant are the economic opportunities in these countries precisely because there is so much scope for them to catch up.

Malaysia maintained its lead among the 25 resource and efficiency-driven economies for the third year in a row. South Africa finished second, helped by strong corporate spending on IT hardware, software and services, while Latin American countries such as Chile, Argentina, Brazil and Mexico all registered relatively strong performances.

As with previous iterations of the Scorecard, the Asian giants, India and China, did not perform impressively. China finished 17th in the Connectivity Scorecard 2010 study and India 21st. These findings might be surprising in light of the economic weight of the two countries, but they also highlight the tremendous economic ground that these sprawling and regionally varied nations still have to cover.

**Comarch** announced the introduction of a comprehensive solution for satellite internet access providers - the Comarch Satellite Package. The solution combines pre-integrated CRM, BSS and

network management systems along with a unified data model and product catalog across the entire solution.

Interconnect billing solutions provider **i-conX Solutions** has announced it has successfully deployed its i-conX system to Sudanese fixed line operator **Canar Telecommunication Company** (Canartel) to rate and bill the operator's domestic and international interconnect traffic. Canartel's CEO, Ali Bin Jarsh, commented: 'As the Sudanese market becomes more competitive, so the implementation of a modern interconnect billing solution is recognised as a key requirement for Canartel to maintain its leading status. The i-conX solution has been thoroughly tested, and found to provide a capable platform to support the continued growth of our wholesale business.'

Following its mid-October 2009 acquisition of fixed line operator **Comstar**, Russian cellco **MTS** has purchased fibre-optic network operator **Eurotel** in a USD110 million deal. Eurotel's network extends to 19,500 kilometres, increasing MTS's backbone to around 35,000 kilometres in total. MTS president Mikhail Shamolin has said that the company will spend around USD200 million to expand its backbone network over the next three years, aiming to reach 60,000,000 kilometres, as it seeks to reposition itself as a leading integrated services provider.

Meanwhile, **MTS** has announced the launch of its first outdoor 3G network in Moscow. MTS plans to deploy 783 3G base stations in total, 300 of which it expects to have in operation by the end of January 2010.

**Kyivstar** has selected **Alcatel-Lucent** to design, install, and maintain a countrywide metropolitan transmission packet based IP/MPLS network as part of its larger IP network transformation. Alcatel-Lucent will deliver next generation solutions to help pave the way for a fully converged IP network and support Kyivstar's future evolution to 3G and '4G' LTE networks.

**Gemalto** has acquired **Valimo Wireless**. The terms of the transaction were not disclosed. Valimo has pioneered the use of two-channel, two-factor authentication based on Public Key Infrastructure, combining an over the air platform with a software client in the SIM to generate a legally-binding electronic signature, any time, any place.

Valimo technology enables mobile phone users to securely authenticate themselves, digitally sign documents and confirm legally-binding transactions simply by entering a self-chosen passphrase or a PIN code. Valimo Mobile ID solution facilitates secure online banking, mobile payments, governmental services, electronic and mobile commerce, and identity and access rights management for enterprise applications.

Founded in 2000 and headquartered in Helsinki, Finland, Valimo has been a Gemalto partner for five years.

Bulgarian cellco **Mobitel** (M-Tel) announced the deployment of **Amdocs** CES Customer Management products at M-Tel. The deployment is part of a larger project encompassing integrated billing, ordering and customer management solutions from Amdocs. Amdocs also worked with its global strategic partner, SAS, to deliver SAS's Campaign Management software and integrate it with

the Amdocs Customer Management products. Amdocs acted as the prime systems integrator for implementing SAS and Amdocs products, and now provides ongoing product support and maintenance.

**Polystar OSIX** said that **TeliaSonera** Norway/Netcom will expand its network monitoring system with LTE/4G technology. Polystar will deploy its pioneering LTE network monitoring solution to support Netcom manage their first-ever launched 4G commercial services. "Netcom has chosen Polystar to deliver an extension of the existing network monitoring system to cover the LTE part of the network. Netcom has a unique OSS system for QoS and service assurance and we want to incorporate LTE/4G in this structure as well," says Lars Erik Gjervan, OSS Manager at Netcom.

**Syniverse** announced that **Vodacom South Africa** had selected it to enhance the operator's mobile roaming operations. Syniverse will provide Vodacom with comprehensive data clearing and fraud prevention services.

Vodacom South Africa will leverage Syniverse's Data Clearing House for GSM (DCH) to efficiently manage its data clearing operations. The Syniverse DCH will allow the operator to minimize the resources required to handle roaming accounting, while ensuring the rapid exchange of data records that drive accurate invoicing and settlement, and increase revenue assurance.