

September/October telecoms IT news

Europe

IPKO Telecommunications (Kosovo) announced it has chosen **Volubill's** CHARGE-IT Service Controller to enable differentiated charging models for more complex 3G data services. The solution will also support real-time analysis of IP traffic for IPKO's service rating engine. CHARGE-IT Service Controller delivers real-time management and analysis capabilities for subscriber usage of IP-based data, content, VoIP, download and messaging, and is capable of supporting deep packet inspection (DPI), access management, service delivery, traffic shaping, and user experience management for both simple Internet access or content-rich premium services. When partnered with Volubill's CHARGE-IT Dynamic Charging Platform, Service Controller enables end-to-end real-time control, charging and policy management for advanced services.

Comarch announced a new solution for mobile operators – Comarch Next Generation Network Planning. The solution supports activities related to the planning and management of mobile networks. It enables simplification and automation of network operation, delivering Self-Organizing Network (SON) capabilities. At the heart of the NGNP solution is Comarch Process-Driven Inventory with flexible process management and an automation engine, which enables automation of network operations. Comarch Next Generation Network Planning also includes network auto-discovery & reconciliation, network provisioning, geographical visualization and reporting.

Infonova, announced the upgrading of its Infonova BSS platform to Release 6.2. With the new release Infonova now provides enhanced account hierarchy functionality, the capability to provide bonuses for monetary and non-monetary discounts & allowances, as well as a Supplier Management Module.

Kabira Technologies announced that they have named Manish Gupta vice-president of global marketing for the company. Gupta will lead all marketing functions for Kabira worldwide, including product management, product marketing, marketing strategy, public relations, and marketing communications.

Nokia Siemens Networks has appointed Ashish Chowdhary as head of Services. He replaces Rajeev Suri, who has become CEO. Chowdhary, currently responsible for managed services, will join the company's executive board and be based in Noida, near New Delhi, India.

Nokia Siemens Networks demonstrated DSL with download speeds of 25Mbit/s at a distance of up to 1500 meters from the local exchange at Broadband World Forum in Paris. "Restricted reach has put limits on the business opportunity of VDSL2," said Eduard Scheiterer, Head of Broadband Access at Nokia Siemens Networks. "By doubling the reach with minimum complexity in terms of upgrading, our technology demonstration shows carriers a potential to extend their VDSL2 offering to millions of new customers."

A challenge faced by VDSL2 service providers is that available bandwidth drops dramatically the further a customer is from a DSLAM. Bonding is a process by which several VDSL lines can be virtually combined to expand the reach of the VDSL2 network, increasing the access bandwidth for customers.

BaseN has appointed Mr Aki Tarmo as vice-president of sales and a member of the BaseN Nordic Sales Team. Previously, Tarmo was Senior Group Manager for e-Channel Services of TeliaSonera.

Comptel announced that it has signed a Technology Alliance Partnership Agreement with **Juniper Networks** to deliver an automated fulfillment solution for Carrier Ethernet service orders. Fulfillment for Carrier Ethernet services enables service providers to create and maintain Layer 2 services across their networks. When combined with fulfillment for IP VPN services, the result is a highly compelling solution that enables providers to quickly and efficiently create the underlying fabric required to deliver high value Layer 2 and Layer 3 IP-based services to both their consumer and business customers.

Nokia Siemens Networks made the world's first LTE call using a commercial base station and fully standard compliant software. The demonstration shows the readiness of Nokia

Siemens Networks' products for early commercial deployments worldwide. The first deployments of LTE services are envisaged for the end of 2009, with wider scale rollouts of commercial networks in early 2010.

NetCom announced it had successfully deployed a Gb-on-SDH monitoring solution from **Polystar OSIX**. NetCom is already using Polystar's Real-time Network Monitoring and Network Service Assurance solutions to monitor and troubleshoot its 2G/3G networks and will now benefit from the recent implementation of the GEMINI technology platform. This solution enables the efficient monitoring of Gb over SDH, by handling it without the use of external multiplexors.

Openet announced a partnership with **Sandvine** to bring a network policy control and charging solution to broadband and wireless network providers across the globe. The Openet-Sandvine joint solution has already been successfully deployed in a North American wireless provider network earlier this summer.

The companies say that the advantage of pre-integrating the two products is interoperability of the policy control, policy management and charging layers. This enables operators to quickly add new services and enhance customer service.

AIRCOM International revealed research that said the economic reality of LTE migrations facing mobile operators amounted to as much as USD1.78 billion for a tier one US operator in the first year, USD880 million for a European operator, USD337 for an operator in the Middle East and USD232 million for an operator in Asia-Pacific.

AIRCOM says innovative approaches to LTE network roll out, such as network sharing, will be essential in ensuring the profitable delivery of future mobile services.

"LTE represents a major undertaking for mobile operators," said Margaret Rice-Jones, CEO at AIRCOM International. "With an all IP-based network infrastructure, LTE requires completely new thinking compared to previous mobile technologies. Mobile operators around the world face very different challenges in embracing LTE, which will have serious implications on the levels of finance they need to raise."

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AIRCOM announced these figures to coincide with the launch of its new LTE Cost Calculator (http://www.aircominternational.com/lte_calculator).

Sicap is deploying VNC Mobile Solution to enable mobile operators' customer care agents to remotely control previously inaccessible settings and features on mobile devices. Sicap Device Management Center provides automated management and customer care /self-care solutions on 80 mobile networks worldwide, managing 800 million handsets. VNC Mobile Solution supports multiple platforms including Windows Mobile, Symbian and Blackberry, and already has development versions for iPhone, Android and Linux Mobile with Palm Pre coming soon.

Using VNC Mobile Solution, customer care agents can remotely access the mobile device in use, to help customers with configuration, diagnose problems, and give advice on the installed applications. The solution brings significant savings, both in the duration of helpdesk calls, and in the handling of returns of non-faulty devices. A tier-one operator in Europe, for example, has reduced the number of returned handsets by 10 percent.

Omnix Software, the UK-based provider of specialised project automation solutions for telecom infrastructure lifecycle management, announced its new online service Omnix LIVE. Omnix LIVE will enable contractors and tower operators to access best-practice project and property management functionality, previously only available to tier-1 operators, without the need for any upfront software or hardware investment. It will be available as a beta service from late October 2009 and will offer two Omnix service options that can be used together or in silo: Network Project Logistics (NPL) and Network Estates Management (NEM). NPL orchestrates project changes to the network to ensure an on-time and on-budget deployment of new network capacity or technology upgrades, whilst NEM tracks costs and manages legal and permit frameworks related to all network sites.

And congratulations to **Cerillion Technologies**, which is celebrating its tenth birthday. Cerillion has successfully weathered both the telecoms turndown in the early part of the decade and the current economic turndown in its 10 year history. The company is celebrating its tenth birthday in London this month.

Alcatel-Lucent, Ericsson, Fujitsu, NEC, Nokia Siemens Networks and **NTT DoCoMo** have announced the joint development and successful testing of common technical specifications for value-added IMS network services. The technical specifications support deployment of data processing functions, such as image conversion, on the IMS network. The processing functions will also allow companies to develop a variety of application services. The six companies are committed to gaining adoption of the specifications by the Rich Communication Suite (RCS) project, a collaborative effort supervised by the GSM Association that seeks to pave the way for the introduction of commercial IMS-based rich communication services over mobile and, eventually, fixed networks.

Americas

Astellia has signed a contract with **NII Holdings** to monitor its Nextel 2G and 3G networks. As a result, Astellia will complement the company's existing tools, providing a unified and centralized solution for revenue assurance. Astellia's monitoring and optimization solution will be deployed in five countries in Latin America: Argentina, Brazil, Mexico, Peru and Chile, which support approximately 6.7 million customers. The solution will also enable NII operations to troubleshoot quality-threatening problems and thereby secure revenue.

Innova will deploy **Oracle Communications** Billing and Revenue Management, Service Activation and Metasolv Solution. Innova will leverage Oracle Application Integration Architecture for Communications, a pre-integrated business application platform based on Oracle Fusion Middleware that offers pre-built, sustainable integrations between the new applications and Innova's existing Oracle Siebel CRM application.

Connectiva Systems announced that **Videotron** will implement its Onereview 5.0 platform. Connectiva's integrated Fraud and Revenue Management platform will enable Videotron to monitor traffic over its wireless, Internet, and cable services, preventing revenue leakage and fraud vulnerabilities, and creating more visibility and control over its revenue chain.

txtNation and **eBIZ.mobility** have announced a partnership that enables customers in 63 countries to buy digital products and pay for them through their mobile phone accounts. Over 200 operators worldwide can now be used to clear web payments via eBIZ.mobility's

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OneTouch Online Purchasing payment system.

OneTouch Online Purchasing enables merchants to process more sales by enabling customers to charge online purchases directly to existing accounts at their phone company, Internet provider or bank, or by using a prepaid or gift card. With OneTouch Online Purchasing's Facebook widget, developers are able to use mobile payments to reach new customers.

Openwave published a report highlighting key mobile internet usage trends in North America. The findings are the result of Openwave(R) Mobile Analytics collecting and interpreting traffic and subscriber behavior data from a tier-one mobile operator over a five-day period.

A strong theme was the growing prominence of mobile social networking as the key area of interest for mobile internet users. Site-based reports confirmed that four of the top 10 domains accessed on a mobile device were social networking sites. Other findings indicated that users of smartphone devices such as the Palm D062 and Samsung-PHTM800 are consuming at least three to four times more data compared to other, less sophisticated smartphones such as Palm D060 and feature phones. The device-based report also uncovered a category of unknown devices classified as 'bandit devices' that are generating between 1.25 and 1.5 times more traffic than smartphones and nearly 5.5 times more traffic than feature phones. Openwave says bandit devices may be unlocked devices such as iPhones, USB modems or netbooks from other networks.

Openwave also announced the general availability of Openwave Accelerator 2.1, the next release of its web optimization product. Accelerator 2.1 supports an intelligent web caching feature which leverages a real-time analytics feed of the most popular content sites being requested in order to prioritize what content to cache.

Rivermine announced Rivermine 6.1, which it says is the industry's first unified wireline and wireless expense management platform available worldwide.

Rivermine has also expanded its ePERTGlobal offering which now includes: multi-currency and Multilingual Support; International Invoice Loading/Processing; Other International Outsourced Services; in-country support; an international roadmap service.

The company also announced the addition of Real-time Wireless Usage Management (RWUM) capabilities. RWUM can be used with Rivermine's market-leading Wireless Expense Management solution to detect and respond to mobile device expense problems as they occur.

RWUM includes an agent that is resident on corporate-liable mobile devices to monitor, report and control usage. Alerts can be automatically sent to employees or the IT department when usage thresholds are met. Moreover, policies can be proactively enforced on devices if desired. Alerts and policy controls can be set for:

international roaming usage; overuse of voice minutes, texting, downloads and other services; location restrictions to require employees to use a landline rather than a mobile device if they are within close proximity to the company's physical office; regulation of directory assistance services, such as requiring employees to only use free411 options; and performance monitoring to assist in recouping costs due to carrier dropped calls.

Bridgewater Systems announced a Long Term Evolution (LTE) product suite. New products generally available include the Bridgewater Home Subscriber Server and Policy Controller which are both anchored by Bridgewater's Subscriber Data Broker and are fully compliant with 3GPP Release 8 Standards. Bridgewater says several global trials with major service providers are in the planning and implementation stages with an expanded partner and interoperability ecosystem also announced today.

Pitney Bowes Business Insight announced the release of the Pitney Bowes Spectrum Technology Platform, which is a next-generation enterprise solution that supersedes the Customer Data Quality Platform and will house complimentary data domains such as location. The platform provides five solution areas: data services delivered as part of enterprise data quality, data governance, enterprise location intelligence, data integration and business services addressing specific business process challenges. This provides organizations with a comprehensive platform for enterprise-wide data quality, optimizing business operations and delivering meaningful insight.

MetraTech appointed Larry Ayres as VP of Engineering. Larry was previously responsible for R&D of the Media Server, Line Cards and Signaling groups and development of a Mobile Game Business Unit at Comverse.

Intelliden announced the availability of Intelliden NetNovo, a network automation solution designed for the needs of today's most demanding enterprises to control, manage and scale their networks. Intelliden NetNovo is a comprehensive solution for managing the operational lifecycle of multi-vendor networks including real-time discovery, security control, configuration and change management, compliance and audit, resource reconciliation and software upgrades.

Comverse said that it is working with mobile handset manufacturer **Sony Ericsson** to provide visual voicemail on its handsets for residential and business users.

Comverse technology is currently supporting more than two-thirds of commercial visual voicemail launches worldwide. Comverse Visual Voicemail is part of the Comverse HUB Value-Added Services, spanning voice, messaging, mobile Internet and mobile advertising.

Amdocs revealed a four-phase framework to help service providers successfully evolve to 4G.

Amdocs defines the four phases as follows:

- Phase 1 - Network and commercial planning
- Phase 2 - Network roll-out
- Phase 3 - Market roll-out
- Phase 4 - Monetization

As part of the Amdocs CES product portfolio, Amdocs offers 4G –ready products and solutions to support service providers through each of the four phases, including packaged solutions for automating network deployments, scalable real-time charging, and an applications store. The framework provides a structured path for service providers to plan and execute their 4G evolution process.

Amdocs also announced the launch of what it says is the first retail solution designed to meet service providers' specific retail needs, and to address the increasing importance of the retail channel in selling smart devices and complex bundled offerings. Amdocs Retail Experience Solution is a pre-packaged set of products and services which manage customer interactions in service providers' retail stores. Part of the Amdocs CES portfolio, the solution integrates with both Amdocs and third-party systems involved in store interactions, including CRM, ordering, billing, service activation, point of sale and ERP. A key part of this solution is a new product, Amdocs Retail Interaction Manager, which helps store

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representatives handle sales and service interactions more efficiently and effectively via an intuitive, mobile and process-driven user interface.

Amdocs also stated that in the past year it has won six new mediation projects and six additional customers have deployed Amdocs Mediation. Projects span North America, Europe and Asia Pacific, and include AAPT in Australia and Kazakhtelecom in Kazakhstan.

Convergys said **O2 UK** has upgraded its Intervoice [R] Media Exchange solution to support the visual voicemail service used by its Apple iPhone subscribers. The multi-application capability of the Media Exchange solution allows O2 UK to offer both visual voicemail and traditional voicemail from the same, single platform, reducing operational costs. The upgrade contract includes hardware, software, and professional services.

Convergys also published extensive primary research on the service experience this month on its website (www.convergys.com). The research reveals how consumers rank the top service attributes of a superior customer experience across multiple industries. Key findings of the research are highlighted for both the US and the UK, with detailed snapshots of 19 industries providing an in-depth look at the customer experience across diverse sectors.

Asia-Pacific

Indosat has deployed **Comptel** Dynamic OSS for Mediation. “We needed to improve the efficiency and effectiveness of our former mediation systems,” said Roy Kannan, Chief Information Officer of PT Indosat “to help us achieve a better total cost of ownership and to ensure excellent operation readiness.”

Kabira Technologies said its Provisioning and Service Activation and Transaction Platform have been incorporated as essential components for **Hitachi’s** WiMAX MVNE service platform. These solutions provide carrier grade redundancy, low latency and high speed transaction capability and scalability to handle exponential traffic growth.

Nokia Siemens Networks has been appointed by **Hutchison Telecommunications Hong Kong Holdings** the sole vendor and service partner for its 3G network modernization and

expansion project. Nokia Siemens Networks will deploy High Speed Packet Access evolution (HSPA+) technology with a minimum equipment purchase of close to HKD350 million (approximately EUR31 million).

Middle East and Africa

Angola Telecom has selected **ECtel's** fraud management solution to protect its revenues. "ECtel's FraudView provides us with the tools to maximize our revenue potential and prevent fraud losses critical in a fast growing company such as ours," said Dr Antonio Alberto Briffel Neto, Administrator of Angola Telecom.

Zain Bahrain has signed up Nokia Siemens Networks to modernize its radio and core network as well as the prepaid charging system. Nokia Siemens Networks will replace the existing legacy core network with the latest Mobile Softswitching solution. In addition, its charging system will be upgraded to the Nokia Siemens Networks prepaid solution, based on charge@once select.

Turkcell has deployed a combined solution to provide a flexible charging system for its GPRS network. The joint solution from **Cisco** and **Openet**, which went live in June 2009, introduces intelligence into the network to enable real-time packet inspection, rating and billing of individual customers' mobile data usage. It helps the operator deliver and charge for pre- and post-paid data and next-generation services. As a result, Turkcell, which has a subscriber base of more than 36 million, is able to provide subscribers with several billing options: by application used, for combined services or by data bandwidth consumed.

Evolving Systems announced a Southeast African wireless operator has selected the Company's Tertio service activation solution to support its business growth strategy.

"We are pleased to add a new customer for our leading wireless service activation solution, Tertio," said Thad Dupper, president and CEO of Evolving Systems. "As a direct result of our focus on emerging markets, we have been very successful winning business in Africa, and this new name represents our 10th customer."

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Sicap and **RateIntegration** said **Zain Bahrain** has selected and implemented their Loyalty Manager product. Zain Bahrain will use the Loyalty Manager to launch a constantly changing array of targeted promotions to improve the customer experience, reduce churn, encourage usage/ARPU and add new subscribers, as well as maximize the revenue from the large number of roamers that visit its network daily.