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Telesperience News – October

Americas

Ciena has announced its intention to purchase the optical networking and carrier Ethernet assets from Nortel's Metro Ethernet Networks (MEN) business for USD390 million in cash and 10 million shares of Ciena common stock. The acquired assets include Nortel's long-haul optical transport portfolio, metro optical Ethernet switching and transport solutions, Ethernet transport, aggregation and switching technology, multiservice Sonet/SDH product families, and network management software products. The deal should see around 2000 staff transfer to Ciena, roughly doubling Ciena's current size. Ciena says it expects integration costs of around USD180 million.

Announcing an expanded offering, TEM vendor **Rivermine** claims to have the first "comprehensive global TEM solution built on a unified wirelines and wireless expense management platform". Mark Logan, president and CEO, Rivermine commented: "Many organizations want us to manage both their wireless and wireline expenses, which is why we've gone beyond other TEM solutions and invested in a unified platform with a singular approach to reporting, inventory and workflow processes that ensures the most current information is always available in one system."

Acme Packet, a provider of session border controllers, multiservice security gateways and session routing proxies announced a partnership with **Nexus Telecom** a provider of service and revenue assurance solutions. The companies commented that the partnership will see synergies between the two product sets. In particular, ACME Packet's SBC holds a wealth of KPI and billing data that can now benefit from value-added processing by the NexusMETER performance management solution, as well as mediation and verification by the NexusMEDIATION system.

An affiliate of **Accel-KKR**, a technology-focused private equity firm, is to buy **KANA's** assets and liabilities for a cash purchase price to KANA of approximately USD48.9 million (which represents an enterprise value of USD50.1 million). After the transaction is

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completed, KANA's current operating business, which includes software, services and licensing, will operate as a privately-held company under its current KANA brand. The renamed publicly traded company's strategic plan will be to enhance stockholder value by pursuing opportunities to acquire one or more profitable businesses. The publicly traded company will not compete with the privately held KANA. KANA anticipates that, following adjustments that are currently expected, the renamed public company will have between USD40 million and USD44 million in cash.

Interactive Intelligence and **RightNow** are introducing an integrated software solution for improved customer interaction management. The solution will be available from Q4 2009, and combines the self-service and agent-assisted service capabilities of the RightNow CX customer experience suite, with the contact center automation and enterprise IP telephony functionality of the Interactive Intelligence all-in-one IP communications software suite, Customer Interaction Center.

Convergys announced it has won a contract renewal and expansion to provide tier one [technical support](#) for a Fortune Top 10 telecommunications company's leading-edge video offering. Over 1,400 full-time employees, including onshore, offshore, and agents working from home, will service the two-year, USD71 million contract.

Convergys also announced another contract renewal to provide tier one technical support to millions of Internet subscribers for a Fortune Top 10 telecoms company. The USD55 million deal will be supported by more than 1000 full time employees based out of Convergys's offshore facilities. Convergys says it will also capture the "voice of the customer" to gain insights and analytics to drive improvements in the customer experience on behalf of its client. "This client looks to Convergys to own the customer experience and provide issue resolution quickly and effectively, which Convergys research shows is a key driver of customer satisfaction," said Jim Boyce, Convergys President, Global Business Units. "In addition, Convergys will collect customer intelligence to feed a customer experience action plan that will enable us to refine our client's ability to deliver a superior technical customer support experience."

UTS, an incumbent telecoms provider in the Caribbean, is in the final stages of deploying **Comverse's** One Billing and Active Customer Management solution it was announced this

month. The deal covers Curacao, Bonaire, Sint Maarten, Saint Martin, Sint Eustatius, Saba and Suriname. The Comverse One solution will support UTS's full quad-play offering. When the project is complete, UTS will be able to retire multiple legacy systems, benefitting from a single convergent system based on an integrated data model. The solution will support four languages and five currencies.

Sandvine has rolled out Usage Management Solution 2.5, which enables fixed-line network operators to implement consumption-based billing models, real-time subscriber communications and multiple service plan tiers. Usage Management 2.5 is an evolution of basic quota management, and delivers flexible real-time policy control based on targeted service plan definition; tools that enable subscribers to understand and adjust their service plans or top-up their quota; quality of experience sensitive policies that help differentiate service plans; configurable billing periods and subscriber advice-of-usage communications; detailed network business intelligence reports that outline usage and application trends and help develop personalized service plans.

Amdocs has acquired SDP vendor jNetX. Amdocs paid USD50 million for jNetX, which was privately-held. "jNetX is a true innovator and has taken a different technical approach with its Java-enabled convergent service platform," said Amdocs' Jim Liang. "This approach has provided greater value to service providers and helped jNetX achieve a strong position in the SDP marketplace. This acquisition accelerates that value by not only offering a unique technological combination but by wrapping that technology with Amdocs' deep industry knowledge and leading consulting and delivery capabilities." The companies share a number of existing customers including Vodafone, BT and Mobilkom.

América Móvil announced the deployment of Amdocs CES at its Dominican Republic Subsidiary CODETEL. The Amdocs solution replaced existing systems for wireline, wireless and broadband billing, ordering and CRM. CODETEL already used Amdocs for wireless billing, but has now expanded this to support its wireline, IPTV and broadband Internet business. Amdocs will also provide ongoing product support and maintenance.

Europe

Sicap has announced it is deploying **VNC Mobile Solution** to enable mobile operators' customer care agents to remotely control previously inaccessible settings and features on mobile devices. 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.

And if like us you were surprised to hear that interconnect expert **Martin Browne** was retiring, then you will probably not be surprised to hear he has already been tempted back out of retirement by **Telesens International**. Martin has been appointed president of Telesens. Telesens stated that it is currently negotiating with other skilled European experts so there's likely to be more announcements in the coming months.

Orga Systems announced it had launched what it claims is the world's first system to provide seamless subscriber notification through processing of different event sources. Orga's Customer Communication Platform (CCP) is built around a central hub that matches subscriber-related events and parameters with predefined notification messages. CCP supports multiple communication channels for these messages, and allows control over their delivery time or time period. It is specifically designed for integration in convergent networks. Orga says CCP is a powerful platform for mass marketing campaigns, as well as personalized one-to-one promotions.

Network specialists **LANCOM** has launched the LANstrategy partner programme for strategic alliances. The first LANCOM Application Partners are Ekahau, the vendor of wireless LAN planning tools, and the IP-telephony specialists **Snom**. The integration of LANCOM access points and antennas into Ekahau Site Survey offers a tool for planning the economical roll-out of wireless LAN networks.

Intec has announced its new Roaming Solution, designed to help remove the complexity from inter-operator roaming revenue settlement. Intec's roaming solution is designed to help make SPs less reliant on data clearinghouses. "Our new Roaming Solution enables

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customers to react faster to industry changes and reduce overall costs associated with roaming traffic,” explained Simon Pincus, Intec VP of Product Management. “By helping our customers improve their competitive performance, including a shorter-time-to-market launch for new products, they can concentrate more effectively on their most valuable customers, their high ARPU users.”

Meanwhile **Mycom** has integrated its Performance Management software, NIMS-PrOptima with HP TeMIP, a highly automated fault management solution.

The integration enables realtime management of network performance issues detected by NIMS-PrOptima to be automatically managed by HP TeMIP. This allows network performance issues to be monitored around the clock in an operator’s Network Operations Center (NOC). MYCOM’s Mounir Ladki, General Manager, Product Business Unit said, “Following successful testing, we have brought together two market-leading products with their own powerful features and delivered an integrated solution that maintains the significant individual component capabilities. This OSS solution is a major step towards cross domain correlation and automated NOCs.”

WDSGlobal and **Samsung** have announced the launch of an Over-the-Air (OTA) service for mobile users across the Middle East and Africa region. OTA is a method of remotely provisioning handsets with the necessary data settings and updates to access features such as Internet, WAP, MMS and E-mail. Settings are transferred to the phone remotely and are installed in seconds. The service provides Samsung users with a quick and simple means of configuring their phones and accessing the latest mobile services and applications. OTA is becoming more topical due to the proliferation of applications and services. While mobile users previously had to call their service providers' customer care lines or configure their phones manually, the OTA service provided by Samsung requires only online registration, after which configuration settings and service updates are sent via SMS for automatic installation on the phone.

Comarch and **Ergoman** have signed a memorandum of understanding to conduct common business development activities in Greece. The purpose of the agreement for Comarch is to acquire a local partner in Greece that is responsible for business development activities. In the case of commercial contracts Ergoman will also be Comarch's local representative for

guaranteeing first line support for customers.

South and Central Asia, Asia-Pacific

i-ConX and **Datec** have agreed a partnership and announced that they have already signed their first joint project in the region. The agreement gives Datec exclusive rights to market and support the i-conX products and solutions across the Pacific region.

Indosat is rolling out location-based services to its 29 million subscribers supported by Ericsson technology. The technology will allow Indosat to personalise services to the needs of individuals and companies. Businesses will be able to use the services to manage their fleet more effectively or to deploy and track personnel. Personalised adverts, offers and promotions will also be possible, allowing businesses to maximise their effectiveness.

Huawei and **Aircom** have announced a partnership to drive product interoperability and systems integration, minimising the requirement for customisation and testing. The partnership is focused on network performance and configuration management. Leading AIRCOM network planning tools OPTIMA and DATASAFE will be integrated with Huawei's wireless solutions via its iManager M2000 management system. iManager M2000 is the unified platform that provides centralized management to all wireless technologies of Huawei, including GSM, UMTS, CDMA, WiMAX and LTE. More than 2,000 of Huawei's iManager M2000 products have been deployed in more than 100 countries for more than 300 operators around the world, including at Vodafone, China Mobile, T-Mobile, Telefonica O2 and Turkcell.

MagnaQuest has entered into a definitive agreement to acquire privately-held **eVapt**, a leading platform for Metering, Billing and Subscription Management for the Cloud. MagnaQuest and eVapt plan to deliver compelling new solutions that will enable cloud and on-demand providers to more efficiently run and manage subscription and usage-based billing within both internal and external cloud architectures.

Middle East and Africa

Zain Nigeria has signed a multivendor network operations and maintenance deal with Nokia Siemens Networks for its fiber backbone network.

While **Vodafone Qatar** has signed an FMS deal with XINTEC. Vodafone Qatar will roll out XINTEC's FMSlite, a recently launched fraud management platform. The platform will enable Vodafone Qatar to detect suspicious behaviour and prevent network abuse in near-real time. "The choice of FMSlite was clear for several reasons, not least that we get all the functionality we need from a fraud management system without the show-stopping costs we see all too often" commented Rob James, Head of Fraud, Risk & Security at Vodafone Qatar.