

AgiWare® TOPS In Telecommunications

Networks, Services and Operations Management Across Technologies, Applications and Organizations

France Telco Report Q2 2014 :

"France has the third largest telecoms market in Europe. Since the launch of Free Mobile in Q1 2012, the three major operators have had to contend with an intensification of competition, adding to pressure on revenues from regulatory measures.

These developments have put pressure on operators financial performance and resulted in a revision of strategies, focusing on extracting more value from those customers they retain."

Delivering quickly new services becomes a strategic issue in a "struggle for life" context.

With **AgiWare® TOPS**, French largest Telco companies provide new converged services, getting the best from a mix of legacies and emerging technologies.

ABOUT AgiWare® TOPS IN TELCO

Managing Network Operations and Services at the scale of a Country presents numerous challenges.

Technology management typically needs to span more than 300,000 equipment and hundreds applications from multiple providers in a complex, ever-changing IT, infrastructure and operations environment.

Especially in these heterogeneous application and technology landscapes, with a strong demand for fast integration and services delivery, AgiWare® TOPS solution allow changes with extreme agility and eases services provisioning dramatically.

ABOUT THE CUSTOMERS

ORANGE and SFR rank respectively first and second telecommunications companies in France. Their offering includes fixed and mobile telephony, mobile services, fixed and mobile Internet, IT services, networking solutions, and digital TV.

TDF Group is no. 1 audiovisual broadcaster in Europe with Digital Terrestrial TV in Germany, France, Estonia and Hungary.

Ultimate Efficiency for operating Technologies, Applications and Services

Both customers chose AgiWare® TOPS because the software delivers the most efficient NOC¹ Operations and Maintenance services.

AgiWare® TOPS automatically provisions NOC users with the most appropriate mix of resources according to their roles and to the operational context.

UNLIMITED TECHNOLOGY

Today, Telecom companies purchase equipment and related software all around the world.

Buying strategy is based on cost and service value.

AgiWare® TOPS allow Telecommunications Companies to integrate equipment, technologies and solutions from all the Vendors.

Seamless integration is achieved in weeks, with no limits.

Today, typical AgiWare® TOPS NOC production environment integrate more than 550 different OSS covering Core Network, Voice, Data, Network Elements Monitoring, IMS, Probes, Roaming, Billing, 2G, 3G, 4G, GPRS, R4, R5, Satellite Transmission, IP services, VoIP, TVoIP, RAN Sharing, Femtocell along with state of the art network and systems management products HP BTO, HP TeMIP...

ULTIMATE AGILITY

Delivering new services at the best cost is a key element in today's Telecommunications strategies.

AgiWare® TOPS is designed for ultimate agility. Provisioning new services has never been so "nice and easy", where it used to take man-months:

- Integration of a new technology in a matter of few days.
- Designing new NOC Console Production Layouts is a matter of hours.
- Provisioning Applications and Production Layouts a matter of minutes...

SUPPORTED EQUIPMENT VENDORS

AgiWare® TOPS supports technologies from all the major Companies in native mode :

- *ALCATEL-LUCENT*
- *CISCO SYSTEMS*
- *ERICSSON*
- *HUAWEI*
- *JUNIPER NETWORKS*
- *NOKIA SIEMENS NETWORKS*
- *NORTEL NETWORKS*
- *QUALCOMM*
- *TELLABS*
- *ZTE*
- *HP TeMIP, HP UCA, HP Unified OSS Console, HP SQM*
- *ASTELIA*
- *STELLEUS*
- *TEKELEC*
- *ANRITSU*
- *NEC*
- *BMC...*

Unlimited integration features including all necessary resources (from legacies to ultimate products) allow creating the most adequate and efficient production environments.

BRINGING FLEXIBILITY IN ORGANIZATION

According to IDC, the telecom market will undergo tremendous transformations driven by four key ICT pillars: mobility, Big Data, social networking, and cloud. Telecom companies are striving for efficiencies in service delivery and facilitating secure and reliable broadband access to cloud and rich content.

To be successful, companies will need to move rapidly and forge new partnerships for content and services, while reducing dramatically operating costs.

AgiWare® TOPS provides ultimate flexibility, supporting major organizational changes in days, such as:

- Merging NOC operations of recently acquired companies in two months.
- Subcontracting NOC operations over 3 continents in "Follow the Sun" mode in less than ten days.

¹ NOC : Network Operations Center

Delivering Services for Advanced NOC Operations

MAJOR FEATURES SUMMARY

BUILDING CONTEXT AWARE CONSOLES

Operating and maintaining today's telecommunication networks and services requires dealing with highly complex situations where traditional IT strategies based on Apps provisioning are inefficient when using hundreds of OSS.

AgiWare® TOPS is Context-Aware Computing based, providing situational and environmental information in a Man-Centric approach:



AgiWare® TOPS's DASHBOARD consoles: The most relevant Information Mix

GUETTING BEST VALUE FROM OMCs, OSS & APPs

With AgiWare® TOPS, Telecommunications Companies can purchase the Best-Value technologies and incorporate them in days, in a non-intrusive mode. New Operations Support Systems (OSS) provisioning is achieved according to Operations Contexts and Operator's profiles, including:

- FUSION mode, for NOC Experts;
- DASBOARD Console mode, for NOC Operators;
- Common Operational Picture (COP), for Collaboration.

SEE, ACT AND TRACK

Most of Industry's OSS provides Operational Picture of Network Status and related services such as Correlation, TTS and Service Quality Management interfaces providing Event Consoles & Performance Reports.

When it comes to problem solving, AgiWare® TOPS is the Premier system to deliver DASHBOARD Consoles, including OSS views and the Mix of all necessary OMC and Apps for action and problem solving.

NOC PROVISIONING

AgiWare® TOPS can manage unlimited number of OMCs and Apps in a NOC production architecture from any technology (Windows, CITRIX, GO-Global, X11...).

New technologies / OMCs integration process typically includes the following steps:

- OMC Integration (hours)
- NOC OMC Global Resources Provisioning
- NOC Procedures Integration:
 - Procedure / Context analysis,
 - DASHBOARD Consoles WYSIWYG setup,
- OMC Provisioning for NOC Experts groups,
- DASBOARD Consoles provisioning for NOC operators groups,
- Secure OMC/DASBOARD access for outsourced operations.

MAJOR BREAKTHROUGH IN USER SATISFACTION

AgiWare® TOPS Man-Centric approach delivers the most Intuitive, User-Friendly and Task Oriented Resources Mix for operating Telecommunications Networks and Services. User can focus on Operations, not on IT problems. Designed in Today's Common Culture, AgiWare® TOPS is mostly used without requiring initial training.

DESIGNED FOR NON-STOP OPERATIONS

AgiWare® TOPS's Architecture is massively parallel, with embedded, Load Balancing, Fault-Tolerance and Disaster Recovery features. Non-Stop operations cover as well systems, OMC and Apps upgrades and Add-Ons.

ADVANCED SECURITY

Operating telecommunication networks and services involves thousands of people acting on hundreds of OMC & Apps, with maximum security, leading to extreme complexity of password management.

AgiWare® TOPS's provides NATO Class Security with Advanced Single-Sign-On combined with Action Monitoring and Tracking.

AGILITY IN ORGANIZATION

With AgiWare® TOPS, NOCs and Resources can be spread across multiple sites and organizations can be changed in hours, at very little cost.

COST EFFECTIVE NOC OPERATION SOLUTION

- Typical Integration costs under 50% of traditional approach;
- Average ROI: 6 to 12 months;
- Fits virtually any organization including multi-sites NOCs and Outsourcing;
- KPI & Outsourcing activity tracking...

FEATURES COMPARISON CHART

	AgiWare® TOPS	CITRIX	HP TeMIP
OMC/APPS Access	Green	Green	Grey
Advanced SSO	Green	Yellow	Grey
Action Tracking	Green	Yellow	Grey
DASHBOARD Console	Green	Grey	Green
Context-Awareness	Green	Grey	Green
Outsourcing Mgt.	Green	Yellow	Grey
Non-Intrusive	Green	Red	Red
Ease of Use	Green	Yellow	Red
Ease of deployment	Green	Yellow	Red
Cost Of Ownership	Green	Yellow	Red



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