

telesperience

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December News

EMEA

Comverse announced that **Orange Cameroon** has selected the Comverse Voice HUB to replace a legacy system to handle projected growth and support the deployment of new voice-related services on its mobile network. Comverse Voice HUB is a modular platform that enables a range of voice services designed to generate revenue at each stage of a voice call. In Orange Cameroon it will support: visual voicemail, Who Called' (which monetizes previously lost revenue opportunities), Notify Me (which alerts callers when unavailable parties become reachable). Comverse's Web self-care will also allow Orange subscribers to control major aspects of their voicemail services through the operator's portal.

Bytemobile announced the promotion of Ian Sandman to vice president and general manager of Europe, Middle East and Africa (EMEA). Reporting to Executive Chairman Hatim Tyabji, Sandman will be responsible for all of the company's sales activities and customer relationships in EMEA.

Irish vendor **Openet** announced that **Bell Mobility** has deployed Openet's 3GPP-compliant FusionWorks Online Charging (OCS) System as part of its HSPA network upgrade. Openet was selected for this project in 2008 and the solution, along with Bell's HSPA network, went live this month. The deployment will help Bell rollout new personalized services and will allow the company to broaden its offerings based on activity trends of pre- and post-paid subscribers.

VOSS Solutions announced the release of VOSS 7.1. This is the latest version of the VOSS management platform that overarches complex UC and IP telephony networks for managed service providers and large enterprises. In version 7.1, addresses the requirements from the managed services market for unified communications, including unified messaging, instant messaging, collaboration and mobility, to be provided as a service (on a SaaS basis). VOSS 7.1 is a realtime, centralized and fully automated UC service delivery and management platform, and is able to manage the entire lifecycle of UC services and applications.

Gibtelecom together with **MACH** and **Link2One** announced the expansion of its roaming services with foreign operators. Gibtelecom has contracted with the Link2One roaming hub to increase the footprint of its GSM services by 60 operators in 25 countries. Gibtelecom customers can now roam over 370 networks in over 120 countries, including all countries within the European Economic Area. Additionally, GPRS (data) coverage has been increased to cover 140 operators in 90 countries and for 3G services to over 70 operators in 50 countries. Gibtelecom will increase its roaming services for prepaid customers, using CAMEL technology, in late January 2010 to 60 operators in 40 countries.

Harris Stratex Networks announced that its NetBoss XT network management solution will enable Lithuania Railways to manage its complete GSM-R network. Conductors, dispatchers, train engineers and station controllers, can take advantage of the new GSM-R technology for more reliable and secure communication between railway operators. This implementation of GSM-R is the first in the Baltic region and will enable LitRail to comply with the European Council (EC) railway standards, while making railway travel faster and safer.

Harris Stratex will provide its NetBoss XT fault and resource management platform to manage all of the elements in the GSM-R communication system spanning approximately 88% of Lithuania's rail routes. The integrated solution, which includes trouble ticketing, increases the efficiency of railway operators and improves railway safety by providing a single integrated view of the health and status of the network, in addition to automating service desk functions to free up operator's time. LitRail operators will now have real-time visibility and reporting of all the elements including ATCA based MSC, HLR, IN platforms, SGSN, GGSN, IP network, BTS, BSC, voicemail, SDH, Fixed Dispatchers System and Power Supply's allowing operators to convey critical information quickly and clearly.

Harris Stratex Networks also said its NetBoss XT resource management solution is managing the newly-deployed 3G mobile network of **Melita**, a leading provider of telephony, mobile, Internet and television services across Malta and Gozo. As part of its 3G network buildout, Melita installed Harris Stratex Eclipse radios for IP connectivity. The project was valued at around USD1 million and will manage service quality to around 100,000 homes and businesses across Malta. NetBoss XT was chosen due to its low cost of ownership, including installation and maintenance, as well as its extensive automation features.

Tribold announced the latest release of its Enterprise Product Management software solution Tribold 4. Tribold 4 delivers B2B product management for enterprise customers, streamlining of the order-to-install process, accurate first time offers, one-stop shopping, enhanced support for product fulfilment solutions, lower cost integration, and end-to-end product life cycle management. Tribold 4 continues to focus on the business and IT users with UI enhancements such as thin client support to enable more users across the CSP to collaborate directly with the catalog, one-touch Cross Catalog Search, advanced Query Building tools and pre-built and customizable reporting.

Celona meanwhile announced an alliance with **Logica**. The alliance combines the Celona Evolve realtime application data migration software platform with Logica's expertise and deployment capabilities. Charles Andrews, CEO of Celona, commented: "Data migration can no longer been seen as just an IT issue. Rising enterprise data volumes, greater complexity of business applications and an increasing trend in IT/Business transformation programmes, driven by M&A, divestment and the requirement for increased business agility, makes data migration a board-level business issue. We are truly excited by the benefits that this partnership with Logica will bring to clients."

Ontology Systems announced the launch of OSS/CAD 2.5, a major functionality release of its semantic application for aligning data across OSS/BSS. OSS/CAD enables CSPs to dynamically reinterpret existing OSS/BSS data sources (Operational, Business, and Infrastructure) to generate a virtual unified model of the key relationships that define globally important concepts such as customers, services and resources. OSS/CAD renders these joined-up concepts in an immediately consumable, visual and electronically exploitable form – enabling users to monitor and manage the data quality and alignment of core systems. OSS/CAD is being applied to key business and IT processes, such as revenue assurance, service management, data alignment and migration.

Cinterion Wireless Modules and **Deutsche Telekom** announced they have partnered to collaboratively manage M2M customer projects and promote the sustainable development of the M2M market. The agreement allows the two companies to leverage their complementary core strengths and vertical market know-how to further strengthen their position in the global M2M

landscape. Cinterion Wireless Modules and Deutsche Telekom signed this formal agreement to further expand their relationship. With this agreement, they are strengthening their partnership and commitment to common product offerings, business development and sales activities in the growing M2M market. The companies will align their product portfolios and collaborate on joint customer activities. The companies hope this will increase market penetration of wireless M2M solutions and services, and accelerate the demand for implementing M2M technology.

Comptel announced that **BT** and **Progress** will be participating in the second phase of the **Service Model Catalyst**, as it explores the creation of new converged services that include cloud-based Software as a Service (SaaS), Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) components. The collaborative effort brings together business use cases from BT and Qwest as co-sponsors; with BT providing cloud brokering and cloud assurance services on Amazon Web Services' **EC2 platform**; Comptel providing a consolidated product and service catalog; Network Cadence providing systems integration with a service fabric broker for fulfilment and assurance orchestration; and Progress providing a management tool for the canonical data model.

"BT believes that if customers and end users are to see the huge potential benefits of cloud computing, vendors, suppliers and service providers will need to work together to ensure interoperability," said Gary Bruce, of BT Innovate and Design and BT's lead on the catalyst. The second phase of the Service Model Catalyst will consist of a technical demonstration that shows how service providers can reduce the time and cost to launch of new converged products that include cloud-based components, by applying a consistent model to the definition of service components prior to their assembly.

Gemalto confirmed that it has subscribed to a capital increase in **Netsize**, with an option to potentially acquire the company outright at a later date. The terms of the transaction were not disclosed. Netsize offers mobile payment solutions based on operator billing (through premium SMS, MMS and WAP for example) for 100 mobile operators in 28 countries, reaching over 1 billion billable subscribers worldwide, and provides mobile messaging, with SMS and MMS delivery to over 200 countries. Stanislas Chesnais will remain as CEO. Prior to this capital increase, Gemalto already held 24% of Netsize. Gemalto's investment will be used by Netsize to expand into new markets such as Latin America, Africa and South East Asia.

Ericsson took a further step towards a wide deployment of LTE by successfully demonstrating a mobile broadband data call in an LTE network and its handover to an HSPA network. This functionality enables a smooth service between existing networks and newly deployed LTE networks.

In a separate announcement **Ericsson** said that it would be upgrading **Telekom Austria's** networks in eight European countries. Telekom's operations in Austria, Belarus, Bulgaria, Croatia, Macedonia, Liechtenstein, Serbia and Slovenia will all be upgraded with Ericsson's latest microwave solution, which enables increased capacity while reducing costs for mobile operators. Johann Pichler, CTO of Mobilkom Austria, said: 'To guarantee that our customers can enjoy the benefits of mobile broadband and take advantage of new possibilities in the future, the work to smoothly upgrade our networks needs to begin today. Ericsson's highly cost-effective solution helps us meet our objective of having a complete mobile broadband offering.' Rollout has already started, including an IP-based microwave transmission network, a management system and related integration and support services.

Meanwhile **Alcatel-Lucent** announced that it has been selected by **Kyivstar GSM**, the largest operator in Ukraine, to design, install, and maintain a country-wide Metropolitan transmission packet based IP/MPLS network as part of its larger IP network transformation. Alcatel-Lucent's solution will enable Kyivstar to pave the way for a fully converged IP network and support its evolution to possible 3G and LTE networks. Kyivstar will also be able to offer innovative IP services such as IPTV and enhanced communications services to both its residential and enterprise customers. Alcatel-Lucent will supply products from its industry leading Service Router (SR) portfolio including the 7750 SR, 7210 Service Access Switch and the 5620 Service Aware Manager to address the access, aggregation and core network layers. To offer a full end-to-end solution, Alcatel-Lucent will also supply its next generation enterprise product, the Omni Switch 6250, to deliver residential access and 3G backhauling. Alcatel-Lucent will also provide professional services.

Alcatel-Lucent also announced that it has been selected by **Telekom Srpske a.d. Banja Luka** (or **m:tel**), the main public telecommunications provider in Bosnia and Herzegovina, to enhance its nationwide network. By consolidating IP and optical networks into a common highly leveraged IP network infrastructure, m:tel will be able to offer its residential and business customers advanced services such as high-speed Internet, voice-over-IP, business services and mobile backhaul for 3G. "We want to provide our business and residential customers a wide range of beneficial, easy-to-use broadband services," said Predrag Culibrk, Telekom Srpske General Manager. "With ever-growing Internet traffic fueled by video and mobile broadband, we need to ensure our capacity matches the needs of our customers. Alcatel-Lucent's solution will enable us to do so while allowing us to minimize management and operating expenses."

Alcatel-Lucent will provide its new [Converged Backbone Transformation](#) solution which more tightly integrates IP and optical transport resources, enabling service providers to optimize and leverage their transport networks to deal with the growing demand of bandwidth. The solution will reduce the number of required network elements, improve efficiencies in power and rack space, simplify network provisioning and fault management, minimize latency, and enhance reliability.

In a separate announcement **Alcatel-Lucent** revealed that **Maroc Telecom**, a global fixed, mobile and internet telecommunication operator in the Kingdom of Morocco, has chosen Alcatel-Lucent as their billing and customer care systems integrator to evolve its mobile billing platforms towards a new fully converged and integrated version which will also support personalised billing. Alcatel-Lucent will use technology from its partner **LHS**. "As the first operator in the Kingdom, we must continue to provide our subscribers with attractive, innovative, diversified and well adapted services and maintain our leadership. For this reason we have chosen Alcatel-Lucent for its strong expertise in BSS (Business Support System) integration and for its commitment in term of deadlines and quality of services," said Jalil Larhrib, IT Director of Maroc Telecom. The solution will integrate all the components needed for provisioning, customer care and billing.

Americas

Chilean mobile SP **Entel** has selected **Comverse** to deliver visual voicemail to mobile handsets and PCs. Comverse is having considerable success with its visual voicemail products and claims to have sewn up more than two-thirds of commercial deployments worldwide. Comverse says that when deployed customers report ARPU increases of 30-50% from voicemail services. Comverse Visual

Voicemail is part of the Comverse HUB Value-Added Services, which spans voice, messaging, mobile Internet and mobile advertising.

Comverse also announced another visual voicemail sale to **Orange Cameroon** this month – more details in the EMEA section.

Convergys announced global availability of [hosted solution offerings](#) for enterprise contact centers and communication service providers. Convergys' global hosted solution portfolio leverages an expanded international data center infrastructure and offers a broad range of contact center solutions including intelligent self-service and notification solutions, enterprise policy management, and on-demand voice authentication. Convergys also announced hosted messaging solutions for communication service providers. [Convergys Dynamic Decisioning Solution](#), which has been deployed at telecommunications and enterprise companies to apply intelligent, real-time business rules is now also available globally in a hosted option.

Evolving Systems announced the appointment of John B Spirtos to the Company's Board of Directors. Spirtos is executive vice president of GridPoint, a provider of smart grid solutions to producers and consumers of energy. He previously held the position of senior vice president of Comverse Technology. Prior to joining Comverse, Spirtos was senior vice president of corporate development of NeuStar, a provider of clearinghouse and directory services to the communications and Internet industries.

Kabira Technology announced a technology partnership with OSS software vendor **Aktavara**. This partnership will integrate Aktavara's x.akta dynamic network inventory management technology into the Kabira Provisioning and Service Activation (KPSA) solution. By pre-integrating x:akta into KPSA, Kabira is now able to provide a more comprehensive service fulfillment solution, enabling wireless and broadband service providers to reduce implementation costs while accelerating time-to-market for new services. Kabira can now provide its clients with up-to-date and detailed end-to-end network resource models for all their wireless, packet-switched and circuit-switched networks. The planning, maintenance and capacity management of both physical and virtual network resources is fully integrated, simplifying complex processes and making it easier to run and improve critical operations. Kabira chose Aktavara because their network inventory technology complements KPSA solution and is designed to fit the Service Oriented Architecture (SOA) model.

Blink Communications, a data communications service provider that delivers fiber-based, high-bandwidth services for some of the largest organizations in North America, has deployed **Juniper Networks** MX Series Universal Edge Routers for their next generation network. This new service-enabling infrastructure is allowing Blink Communications to build out new, cost-effective, network-based services, creating a foundation for next-generation Ethernet service offerings throughout Blink's client base.

Telarix announced that one of Latin America's leading service providers has deployed its complete portfolio of interconnect business optimization solutions. This win continues Telarix's momentum in Latin America and the Caribbean. Telarix's new customer will leverage its routing optimization solutions, iXRoute and iXTranslate, to streamline and automate the carrier's routing processes.

Empirix announced **Cox Communications** has selected its Hammer XMS/S7 to expand the management of the company's network and service activity. Steve Marsh, vice president of technology – customer operations, Cox Communications said: "With a robust network composed of two redundant STP pairs, redundant SCPs and hundreds of network interconnections, it is of the utmost importance that the network functions the way it should. With more than 700 users on the system, having one service assurance solution that spans multiple technologies is not only critical for ensuring customer satisfaction, but essential to the success of our service offerings in 2010."

NetScout Systems announced the extension of its Unified Service Delivery Management strategy and framework with the availability of nGenius Subscriber Intelligence, providing highly scalable subscriber session-level analysis for next generation IP networks. As an integrated software module for the nGenius Service Assurance Solution, [nGenius Subscriber Intelligence](#) provides mobile operators with a comprehensive session-oriented view of their subscribers' experience for voice, video and data services.

CSG Systems International revealed that it had entered into a new multi-year agreement for **DISH's** nearly 14 million customers, which includes a three-year commitment for customer care and billing services until the end of 2012 and a five-year commitment for print and mail services until the end of 2014. The agreement also includes an option to extend the service term and migrate to CSG's next-generation ACP platform, which currently supports CSG's other 32 million plus customer accounts processed today.

Redknee said that a leading Asia-Pacific multi-service operator will install its InBill solution to manage its interconnect billing functions. InBill 6.0 will enable it to maximize the value of its fixed line network by managing multi-party wholesale billing settlements, helping to avoid issues related to revenue leakage. Redknee said its new customer supports multiple technologies and has been experiencing growing fixed line traffic and evolving interconnect requirements due to the expansion of its network of partners and the roll-out of new services for its residential, government and enterprise customers. As a result, it requires a flexible and highly scalable interconnect billing solution that addresses the changing needs around its growing list of voice, data, and broadband offerings, and which can support the operator's innovative services, such as e-Government solutions, prepaid fixed line voice and broadband, and VoIP with number portability. InBill 6.0 delivers details on network traffic and settlement issues and can handle the most complex interconnect agreements, providing more accurate wholesale billing and better dispute resolution.

Mitel has launched Mitel NetSolutions [VirtualUSA SIP Productivity Suite](#), a hosted solution specifically designed for businesses with multiple locations to centralize business communications and applications. [VirtualUSA SIP Suite](#) with broadband internet access combines **Mitel** unified communications solutions with a hosted SIP Trunking service to provide centralized hosted communications support and management for geographically distributed offices while maintaining each locations' local presence.

With the [VirtualUSA SIP Suite](#) calls from remote offices will receive localized e911 support, display local outbound caller ID, and route calls based on the local calling area. This functionality is supported and routed by [Mitel Communications Director](#) (MCD) software or the [Mitel Multi-Instance Communications Director](#) (MICD) at the host location in another market. The VirtualUSA SIP Suite

extends business continuity capabilities with the planned ability to route calls from one number to another in the case of a network outage or service interruption. The predetermined routing plan will automatically detect call routing failure and redirect inbound call traffic to another location or number. This offering features bundled AnyDistance minutes providing free calling to any US phone number, bundled OnDemand Audio Conferencing and WebDemo Web Conferencing application enabling basic hosted collaboration tools, and Broadband Internet Access with Dynamic Allocation for efficient use of network resources. The service is available in the U.S.

Bridgewater Systems announced that **MetroPCS Communications** has selected its LTE product suite including the Bridgewater Home Subscriber Server and Policy Controller, both anchored by Bridgewater's Subscriber Data Broker for its 4G LTE network.

Skype has introduced a new version to support Skype video calls on PCs in 720p HD, as well as Skype software embedded into internet-connected widescreen televisions from its consumer electronics manufacturer partners. Two versions of the FaceVision webcam will ship beginning in February 2010, including one with a microphone (USD99) and one without it (USD69). In Store Solutions introduced two HD encoding webcams, the Freetalk HD PRO (USD120) and Freetalk HD Pro Plus (USD140), which will be available in March 2010. Both the FaceVision and Freetalk webcams will be available for purchase online via the Skype Shop. With Skype embedded into internet-connected HDTVs, the company is offering free Skype-to-Skype voice and video calls and calls to fixed-line or mobile phones at Skype's low rates. The HDTVs will also offer the option to receive inbound calls via a user's online Skype number, and Skype voicemail. It will enable users to participate in voice conference calls with up to 24 other parties and support up to 720p HD video calls, depending on the availability of high-speed broadband and a HD webcam. Skype has signed contracts with LG and Panasonic to offer Skype-enabled HDTVs. Skype software will be embedded into Panasonic's line of 2010 Viera Cast-enabled HDTVs and LG's 26 new LCD and plasma HDTVs with NetCast Entertainment Access. Both lines are expected to be available in mid-2010. Both LG and Panasonic will offer specially-designed HD webcams that are optimised for Skype video calls as separate accessories.

Asia and Asia-Pacific

Alcatel-Lucent announced they have been selected by **Vietnam's CMC Telecom Infrastructure Corporation** (CMC TI) to deliver its GPON solution. Alcatel-Lucent will deploy its 7342 Intelligent Services Access Manager Fibre-to-the-User, the company's flagship GPON and this will be complemented by their 5520 Access Management System (AMS).

In Korea, the company is to deploy a mobile backhaul network for **SK Telecom** and assist SK Telecom's Packet Transport System (PTS) business in its network evolution.

SK Telecom will deploy Alcatel-Lucent's hybrid mobile backhaul solution which will enable it to benefit from increased flexibility and scalability and address its subscribers' growing needs for

advanced IP-based mobile applications on top of existing services, as well as high speed connectivity, network availability and backhaul capacity.

Juniper Networks announced that PT **Telekomunikasi Selular (Telkomsel)**, the Indonesian mobile service provider, has successfully deployed its SRX5800 Services Gateways in its packet switched core network. Together with Juniper Networks E320 Broadband Services Routers and Steel-Belted Radius Appliances, this provides Telkomsel with a highly secure, stable and scalable PS Core to handle the high IP traffic growth it is experiencing. Telkomsel had 79.77 million customers at the end of September 2009.

Celona announced that **Telstra Corporation** completed a major OSS network inventory management migration using the Celona Evolve application data migration platform.

The Celona Evolve platform will enable Telstra to deliver enhanced applications and business processes by utilising concurrent synchronisation and zero downtime capabilities.

Andrew Young, Director OSS at Telstra commented: "Telstra's vision is a simpler IT environment that involves partnering with world class suppliers using proven off-the-shelf solutions. With Celona Evolve, we are utilising a data migration platform that provides minimal impact on our business operation while migrating data to our OSS Logical Inventory solution."

Subex announced the launch of Vector, an easy to deploy Service Fulfilment solution that combines order management and service provisioning processes. This will enable CSPs to shorten the time-to-market for new services through rapid deployment. Vector is an agile, catalog-based Service Fulfillment solution that addresses the needs of wireless and wireline providers for next-generation mobile, enterprise and residential services. It operates in the service layer, providing order decomposition and service activation through the service catalogue. It also provides CSPs an easy-to-use Service Creation Environment that enables rapid service development and adapter creation. It supports methodological integration with existing operational and legacy systems, easing the typically complex interdependencies, and allowing rapid service creation deployment.

Volubill has been selected by **Tata Teleservices Limited (TTSL)** to reduce revenue leakage and support more granular data charging models. By implementing Volubill's CHARGE-IT product TTSL will be able to realize incremental revenue streams across multiple mobile browsing applications and service packages. Volubill says CHARGE-IT's real-time network usage recording and charging functions increase the speed of all charging practices to enhance revenue assurance for mobile services.

Tata Teleservices also announced that it has appointed **Nokia Siemens Networks** to implement part

of its next phase transmission network. With this, Tata Teleservices is gearing up for the upcoming growth in data traffic and enhancing the IP capabilities of its existing mobile backhaul network. "With subscribers increasingly demanding a new range of advanced services, we were looking for a partner that could further strengthen the existing transport network to support both voice and data in an efficient manner," said A G Rao, president and chief technology officer, Tata Teleservices Limited. NSN will supply FlexiHybrid microwave radio to efficiently support both legacy TDM and newer IP traffic on a single platform. The contract also includes the FlexiMetro radio for high capacity and improved bandwidth efficiency, as well as FlexiHopper, a cost-optimized, low-capacity microwave radio for connecting base stations. NSN will also deploy its NetAct Operations Support Systems platform for the efficient monitoring, management and optimization of the network to ensure high-quality end-user services as well as its NetViewer suite for managing the microwave radio networks. The full turnkey solution includes an array of services such as project management, network planning, installation and commissioning.