Service Provisioning

Do you have a manual, labour-intensive provisioning process? Are you having a problem in delivering to your customers on time? Are there any inconsistencies between data in different operations support systems? Could you honestly say that you really have an up-to-date view of how all resources on your network are utilized, and that you don't keep business data on Post-It stickers?

If you don't recognise any of the above aspects, you are probably in a minority. Otherwise, you are one among the many network managers and engineers who struggle every day to make the most out of their expensive network resources. But you may also be hampered by having to manage legacy systems that are not easily adapted, such as adapting to today's mobile and Internet-based services.

So, how do you increase productivity, reduce service delivery time-to-customer, utilise network resources more efficiently, minimise the risk for human errors and attain higher responsiveness from the customer service desk?

What Service Provisioning is all about
In a very general sense, Service Provisioning is used for lifecycle management of services implemented in one or across different types of networks, using various types of equipment. Lifecycle management because services shall not only be activated, they shall also be possible to modify, inspect and deactivate. What is meant by services depends on

whom you talk to. A very broad classification includes:

End-user service activation such as:
- Dial-up Internet access services, including e-mail and Web server space
- Content-based services, for example business news or downloading the latest DVD films
- Mobile telephony and SMS
- Traditional POTS subscriptions

Connection-oriented services, whether used by end-users or by an aggregate service, like:
- DSL access services, with connectivity over an ATM network
- Leased line services
- Managing ATM and SDH connections

Connectionless services, for example:
- VLANs and IP VPNs.

Many more examples could be given but the ones above should suffice to give an idea of the

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categories of services and the fact that a service can be just about anything.

Another important aspect of Service Provisioning is to maintain a *Product Catalogue*, where all the services and what core components they are comprised of are defined.

Service Provisioning made our way

Service provisioning can be viewed both from a process perspective, and from a technical angle with an aim to automate as much as possible of the process. If we also consider the fact that there is a multitude of services to provision, it is easy to understand that service provisioning can indeed become a complex task to accomplish. The solution for service provisioning depends very much the operator's needs and desires, and on the types of services to support. There's no single solution that fits all operators needs and all types of services. Some solutions focus more on the processes and support for these. In such cases process/workflow engines become interesting products to use. Other solutions focus more on automation, which moves the focus towards EAI products and activation engines. Then there is also the network technology aspect to take into account. For example: provisioning of an MPLS-based service may be better supported by one product while activation of a mobile subscription requires a different solution.

Our Service Offer

Teleca helps clients to identify, evaluate, implement and deploy provisioning solutions. Teleca takes the overall view on provisioning including aspects as organizational changes, (increased) process automation, workflow streamlining and system support as well as the service activation view. Our solutions are often based on a combination of process engines, integration platforms and activation products that are all integrated within the surrounding OSS components like workforce management, ERP systems, etc.

We assume full responsibility of all provisioning aspects and can often guarantee a gain in efficiency and a substantial decrease of the service delivery time.

Our unique characteristics are that we know both the process aspects (i.e. organisational efficiency) and the complexities hidden within the network technologies. Please also refer to the leaflet on Network Resource Management.

A recent engagement covers a major provisioning project for a Nordic operator based on Tibco/ActiveEnterprise.