

# Integration Simplified

## The Eftia-Vitria Joint Solution

*OSS solution that integrates with other applications quickly, reliably and cost-effectively.*

Service providers often rely on software from various vendors to create one comprehensive end-to-end solution that automates their business processes. From order creation to activation on the network, numerous applications must communicate with one another to share critical information. Jointly, Eftia and Vitria can greatly simplify integration between applications. Eftia's Master.Scribe suite has incorporated Vitria's BusinessWare, offering service providers a superior OSS solution that integrates with other applications quickly, reliably and cost-effectively.

Simple integration is a powerful tool that can equip service providers with the competitive edge they need to remain leaders in today's aggressive market. Application integration can be devastatingly slow and costly. With Eftia and Vitria, service providers benefit from fast and economical implementation, which reduces customer churn and leads to a rapid return on investment. It also enables providers to protect and leverage their current investments by facilitating integration between existing applications and new applications. The exchange of information across applications can be easily extended to include IT systems of partners, customers and suppliers.

Through simple integration with other software applications, the joint solution makes it easy for service providers to create a seamless, effective, truly end-to-end solution. With a superior OSS, service providers can speed their service deployments, deliver innovative products and satisfy their customers. The Eftia-Vitria solution equips service providers with end-to-end OSS software that streamlines day-to-day operations and manages essential tasks, such as order provisioning and fulfillment, inventory, number tracking, billing, network surveillance and maintenance.

Together, Eftia and Vitria empower service providers to gain complete control and visibility of their operations across their entire enterprise, while reducing their OSS and integration costs.

### BusinessWare

- Provides complete visibility and control of business operations across the entire enterprise
- Models, automates, tracks and optimizes business processes between companies
- Improves efficiency of business operations
- Provides superior security and reliability
- Reduces time to market for new products and services
- Enables companies to develop closer relationships with partners and customers
- Rapidly responds to changing business conditions
- Offers best-in-class EAI and B2Bi
- Provides superior business process automation and analysis to intelligently manage customers' businesses

### Master.Scribe

- Provides start to finish service order entry, which simplifies duties of customer service agents and reduces error
- Includes a reliable, easy-to-use and complete inventory management system
- Comes equipped to manage IP addresses and telephone numbers
- Provides trouble management and preventative maintenance to ensure ease and reliability of daily operations
- Includes centralized data storage for easy data retrieval and updates
- Maximizes customer satisfaction
- Increases revenues and decreases operational costs



*Powering Tomorrow's Network*

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