

Alliance delivers complete OSS solutions for DSL service providers

*A full suite
of consulting,
implementation,
project management
and system
integration services*

The rapid pace of change in the communications industry is providing next-generation service providers with immense opportunities and daunting challenges. This is particularly true with digital subscriber line (DSL) service providers. The rapid growth in Internet and E-commerce is accelerating the demand for high-bandwidth DSL services. DSL providers must be able to quickly and cost-effectively implement new services and technologies, adapt to rapidly changing market needs, and provide consistently superior customer service. As a result, implementing an operational support system (OSS) that is designed to handle the challenges specific to DSL service provisioning is crucial to achieving success.

The Challenges

Integrating a suite of OSS applications, particularly for DSL networks, is complicated and laborious, especially when dealing with existing closed systems, and disparate database applications and hardware platforms.

Selecting the right OSS solution—one that is easily deployable, adaptable, scalable and architecturally robust—and maintaining it with adequate information technology resources, is extremely costly and labor intensive. DSL service providers must have an OSS that offers flexibility, ease of provisioning, and seamless bundling of services at all physical and logical layers. This includes physical assets, transport facilities, logical circuits, Internet protocol (IP) addresses, and basic and advanced IP service applications. The OSS must be scalable and easily integrated, support aggressive growth strategies, and assist service providers in retaining and growing their customer base.

The Solution

Eftia OSS Solutions Inc., a leader in the development, deployment and management of OSS software solutions for emerging and next-generation service providers, has joined forces with Perot Systems Corporation, a global systems integration and consulting firm that plans and deploys OSSs for DSL networks.

The result is an easily integrated best-in-class OSS solution that provides dynamic provisioning and full-service support for a diverse range of DSL services. It is a prepackaged application that is flexible and scalable, and it supports the user's business requirements on demand—both today and in the future.

The Value Proposition

Eftia's OSS solutions offer the flexibility, scalability and configurability that service providers require for next-generation networks. Eftia solutions are designed for change and, therefore, capable of meeting the demands of rapidly changing technologies, customer needs and service offerings. These characteristics complement Perot Systems' commitment to providing well-thought-out, open solutions within an architecturally sound framework.

perotsystems

*A data-driven,
client/server
architecture offering*

Perot Systems' architecture approach is to determine the best solutions to fit specific client requirements, and then integrate these solutions using an enterprise application integration (EAI) framework and, when appropriate, a framework for mediating network elements. This architectural approach provides the flexibility, scalability and a high degree of adaptability to manage changes to business process and network elements.

*end-to-end
service activation*

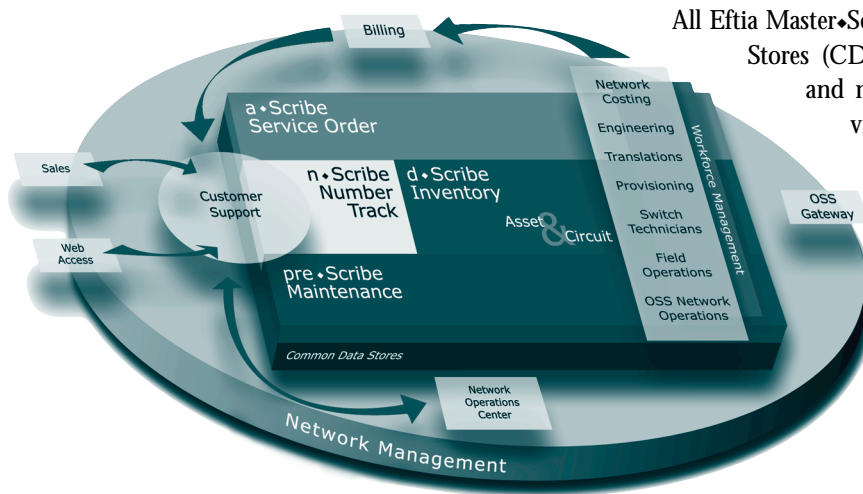
In addition to an architectural approach, Perot Systems adherence to project management methodology assures that implementations are executed on time, within budget and with the utmost quality assurance.

and provisioning

The Eftia Master•Scribe Suite of OSS Solutions

The Master•Scribe Suite of integrated product solutions

The Eftia Master•Scribe® Suite is comprised of four core modules that handle the following functions: IP address assignment and number tracking; life-cycle management of assets and inventory; start-to-finish order fulfillment and comprehensive management of service requests and associated tasks; proactive trouble management, preventive maintenance and trouble ticket status via a Web-enabled interface.



All Eftia Master•Scribe modules reference Common Data Stores (CDS). These records are centrally created and maintained, and are accessible to individual Master•Scribe users across groups, organizations and locations. Data pertaining to organizations, contacts and sites is made available on a corporate-wide basis. This ensures that data is up-to-date and consistent, and allows for consolidated reporting.

Perot Systems OSS Services

Perot Systems recognizes the market demand for integrated next generation OSS. Perot Systems partners with industry leaders, such as Eftia, to offer the telecommunications industry a broad set of integrated solutions that meet their operational requirements. The primary objective is to both enable the integration of applications, systems, and people in a compressed time frame and to provide integrated solutions that ultimately provide seamless process flow, eliminate data inconsistencies, and resolve support problems. Perot Systems offers integrated OSS solutions to clients as either traditional systems integration, or in a service bureau/applications service provider (ASP) model. Extensive offerings for industry-leading OSS functional products are available as follows:

- Billing
- Customer care
- Enterprise application integration (EAI)
- Enterprise resource planning (ERP)
- Financial management
- Interconnection gateway
- Network activation
- Network inventory
- Order entry
- Order management
- Provisioning
- Sales force automation
- Trouble management

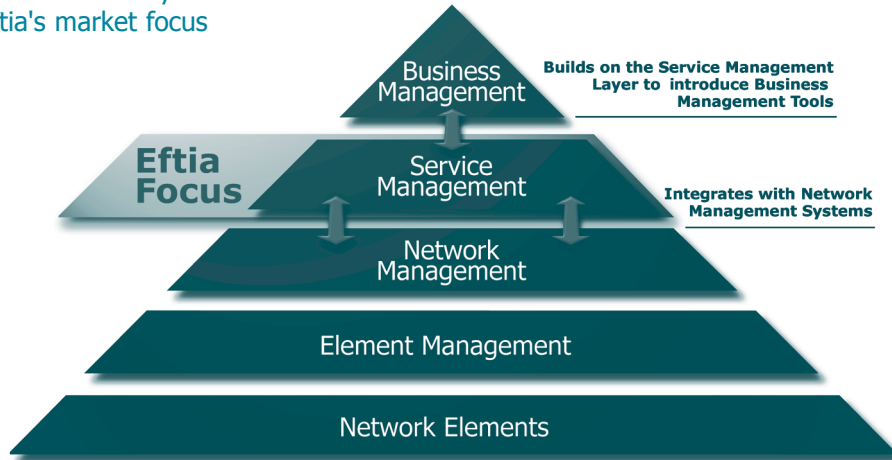
An Alliance of Strengths

Working together, Eftia and Perot Systems combine complementary strengths to create open, interoperable and scalable products for integrated next-generation service providers. The alliance offers service providers extensive systems integration experience and expertise in customizing and configuring applications according to individual requirements.

TMN Compliant

Both Eftia and Perot Systems support the implementation of layered management functions and standardized interfaces between functions—architectural features promoted by the Telecommunications Management Network (TMN).

TMN functional layers and Eftia's market focus



TMN generally refers to the functional architecture model and interface specifications created and supported by the Telecommunications Standardization Sector of the International Telecommunications Union (ITU-T) and other national and international standards organizations. TMN is a collection of defined business processes and operational support functions from which organizations can derive their OSS infrastructure. Using international standards, TMN provides a framework for achieving interconnectivity and communication across diverse operating systems and telecommunications network.

Benefits

The Master•Scribe/Perot Systems joint solution produces an OSS product that provides strong network optimization, service activation and support while minimizing overall operational costs. The combined expertise of Eftia and Perot Systems offers DSL service providers the following benefits:

- Quick, reliable systems integration and consulting expertise to customize and configure virtual turn-key OSS applications for DSL service providers
- An OSS designed to meet the demands of rapidly changing technologies
- An OSS that supports a diverse range of services, customer needs and service offerings

Eftia OSS Solutions Inc. is a world leader in developing, deploying and managing OSS solutions designed to meet the service management and delivery needs of emerging and next-generation service providers. Eftia partners with industry leaders and is a member of the TeleManagement Forum (TMF) and the Application Service Providers (ASP) Industry Consortium. The company headquarters is in Ottawa, Canada.

Perot Systems Corporation is a worldwide provider of information technology services and business solutions. The company places particular emphasis on developing and integrating information systems, operating and improving technology and business process, and helping clients to transform their business. The company headquarters is in Dallas, United States.



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