

Case Study

Magdeburg-City-Com GmbH, Infonya

Infonya BSS - Enabling Triple Play Services for Cable

Companies submitting case study:

Magdeburg-City-Com GmbH
 Infonya

Author:

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Applicable TM Forum Technical Areas:

NGOSS, SID, eTOM, Multi-Technology Network Management (MTNM)

Viewpoint:

Service provider perspective, System integrator perspective

Services:

Voice, Video, Data, VoIP, VPN

Network Technologies:

Converged network, Cable, Broadband, Fixed Line, IP

Business Problem:

As service provider, MDCC pursued the goal of reducing the time to introduce new services and creating standards and a common process and data framework aligned to guidelines set forth by TeleManagement Forum. Seeking to provide its customers with new services by means of their existing network, MDCC engaged Infonya because of our industry-focused consulting staff and proven IP based Infonya solution. With Infonya BSS - a carrier grade triple-play solution - Infonya can offer core functionality for Internet and telephony services on the basis of the organization's hybrid fiber coaxial network architecture. Infonya consultants assisted MDCC to implement this innovative solution for transmitting speech, data and video over an IP-based cable network and to support operational and business services.

Solution Implementation:

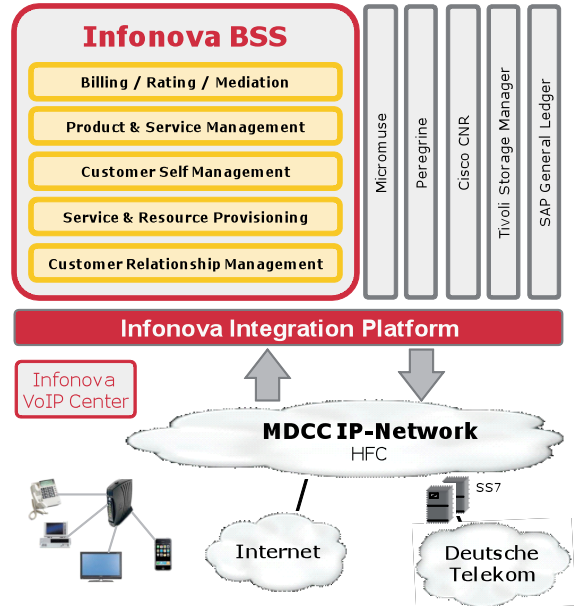
Infonya's consulting and development teams rapidly implemented a robust solution in collaboration with MDCC Magdeburg-City-Com GmbH. This implementation consists of the Infonya VoIP Center, and Infonya BSS including the following modules:

- Infonya Product & Service Management
- Customer Relationship Management
- Customer Self Management
- Service and Resource Provisioning
- End to End Billing covering Mediation, Rating, Invoicing and Bill Formatting
- Provisioning Excellence including CISCO CNR for Docsis Provisioning of Cable Modems

The project team identified interfaces for each of the applications and understood the alignment with international industry standards and TeleManagement Forum standards such as eTOM, SID and TAM in particular. Based on MDCC unique requirements, Infonya implemented special mandatory features such as local number portability and the fulfillment of regulatory requirements (e.g., lawful interception). Additionally, Infonya provides 24x7x365 maintenance and support for the client.

Deployment and Results:

MDCC now provides its customers with triple-play services - television, internet and primary-line IP telephony. With new, creative product bundles (e.g., unified messaging, interactive voice response services), MDCC quickly became the market leader. Our rapid implementation meant increased revenues, a quick launch of the new services and lowered costs for customers. Furthermore, we delivered the first IP telephony system with formal permission of the German Regulator for Class 5 Telephony, fulfilling all regulatory and legal requirements (i.e., G10 functionality).



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