

Successful Service Fulfillment in Complex Environments



Communications Service Providers (CSPs) face a highly competitive and complex market that demands a constant flow of new services and service bundles to grow revenue and retain customers. Efficient, resilient service fulfillment and order processing systems can make CSPs more competitive by enabling them to speed new offerings to market, boost satisfaction, and control operating expenses — ultimately increasing Annual Revenue Per User (ARPU).

Even the most sophisticated service fulfillment automation systems are not completely successful in eliminating work-order errors or transaction “drop out”. The reality is that most multi-service environments still rely on manual work-order processes that aren’t well integrated or coordinated. Problems inevitably do occur, and correcting the “leaks” takes time and extra attention, driving up costs, driving away customers, and limiting revenue growth.



Highlights

Solaris™: Designed for Your Business

Running Web Servers

Providing an optimized Web services platform, the Solaris 10 OS delivers reliability, an enhanced TCP/IP stack, and extensive security features.

Running Enterprise Databases

Your business depends on around-the-clock data access. From Oracle to MySQL, Solaris is the database platform of choice for enterprise customers everywhere.

Running Open Source Applications

If you’re looking for a platform to run open source applications, Solaris 10 includes 187 of the leading open source packages — compiled, ready to go, and in many cases supported by Sun.

Running Your Grid

Solaris 10’s extensive platform optimization gives you more compute cycles and allows you to process data at levels of performance and security that are second to none.

Ensuring Regulatory Compliance

For government security regulations, Solaris 10 offers the highest levels of security available in any commercial operating system on the market today.

Sun & ServiceSPAN Solve Business Challenges

The Work Center Manager (WCM) application from ServiceSPAN together with Sun™ hardware and software delivers a configurable, reliable, scalable solution for the management, presentation, and resolution of work items that must be handled manually. Service providers can automate manual work center processes, integrate operations systems more fully, and remove service fulfillment-related obstacles to growth.

Together, Sun and ServiceSPAN have a history of offering telecommunication service providers a proven and cost-effective solution that scales as the enterprise grows. Sun’s breadth of secure, reliable, and scalable hardware and software platforms enables WCM to perform at peak efficiency even in the most demanding telecommunication work center environments. Key components of WCM include Sun’s Java™ technologies and the components of the Java Composite Application Platform Suite.

Unlike other more generic infrastructures and platforms that demand intensive customization before they can deliver a return on investment, WCM using Sun’s innovative, reliable, and

scalable hardware and software platforms delivers ROI right out of the box. Models and templates to support the most common and useful work center capabilities include:

- Host integration
- Work item process management
- Work item distribution
- Work item presentation
- Performance management

You can easily add your business rules using the WCM configuration and process definition capabilities and have a solution that can be leveraged across the entire enterprise. The WCM application scales with additional work centers and ROI increases.

Increased Utilization

Sun’s Solaris 10 Container functionality enables the WCM application to run on a single server. Most enterprise applications require a multi-tier approach to ensure both reliability and security. Solaris 10’s Containers can effectively isolate each tier of the architecture on a single server.

This innovation allows the application to run on the same server without compromising security or reliability, reducing the total cost of ownership.

The Proven, Cost-Effective Path: Sun and ServiceSPAN

ServiceSPAN has over 20 years of vertical telecommunications experience, knowledge, and software development expertise. Built using Sun's eInsight BPM and advanced Java and Web technologies, WCM automates and integrates work center manual functions and processes in multi-service environments using industry-standard technologies and hardware from Sun.

- Java Technology — Provides a standardized platform that enables scalability and integration with existing and future systems
- Solaris 10 Operating System — Enables Solaris Containers functionality that assists in higher resource utilization and helps to simplify enterprise consolidation, all within a highly secure, manageable platform
- Java Composite Application Platform Suite — Recognized as the industry's most complete, secure, and scalable platform for development, deployment, and management of enterprise integration projects and composite applications
- Sun Fire™ Enterprise Servers — Complements your solution with a full range of highly reliable and available server products sized to meet any institutional need
- Sun StorEdge™ Product Family — Delivers storage virtualization that masks complexity and eliminates storage islands

Open Standards and Technologies

Sun and ServiceSPAN are committed to open standards. Using Sun Java technology and industry open standards, WCM is ready-to-use with minimal configuration. Open standards keep the door open to customization should the need arise.

- JMS - Java Messaging Service API, an open message queue provider from Sun

- JMX - Java Management Extension for configuring WCM in CFE
- Servlet, JSP, XML, XSL for web applications
- SOAP - Simple Object Access Protocol using Web Service Description Language (WSDL), an XML-based language for describing web services and how to access them

Key WCM Work Center Manager Benefits Improve Work Center Productivity

An intelligent, flexible, and powerful tool for quickly and efficiently completing work items with user-optimized interfaces, dynamic work assignment, and proactive issue avoidance

Lower Operating Costs

A homogeneous and efficient environment reduces work item handling times, lowers headcount and the need for skilled knowledge workers, and greatly improves user training times

Faster Service Delivery

The optimized work center environment allows quicker completion of transaction fallout items and faster support of the "turn up" of new services that are not automated

Continuous Improvement

A work center process optimization environment that allows work center managers to model, prototype, and test process upgrades or changes, or identify and automate high value process improvements

Create a Common Work Environment Across the Enterprise

A customizable and flexible application that can be deployed enterprise wide regardless of service type, allows greater leverage of work center resources (human or system), server consolidation, and reduction of maintenance and support costs.

The Java Composite Application Platform Suite

- The Java Composite Application Platform Suite (CAPS) delivers comprehensive, fully integrated tools for developing new applications or integrating existing ones within service-oriented architectures (SOAs) or any heterogeneous environment.
- Built-in Business Process Management (BPM) and Business Activity Monitoring (BAM) functionality enables rapid development of sophisticated dashboards and alerting capabilities.
- Full standards support ensures maximum interoperability and portability, protecting your software development investment as environments evolve.
- Model-driven development provides Near Zero Coding™ with graphical tools that dynamically generate standard code, keeping model and code continually synchronized.
- To help streamline development, all components are managed within a central repository to ensure developers access the same, up-to-date code.
- Complete extraction, transformation and loading (ETL) capabilities enable moving bulk data easily.
- All components are Web-service ready, and CAPS fully supports J2EE™, JMS, WS-I Basic Profile, XML, EDI, RosettaNET, AS2, and ebXML as well as legacy protocols like MQSeries, CORBA, and COM/DCOM/COM+.

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Sun
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ServiceSPAN
servicespan.net
 516.576.8000

