

Modularity Billing System (MBS): Service Activation Manager (SAM)

CDG's Service Activation Manager (SAM) module is an automated service provisioning application that links with the network elements that deliver services to your customers. SAM can communicate with a variety of landline, Internet, and video network elements and is fully integrated with the MBS application and Customer Care module.

OVERVIEW

The SAM module continually reviews the activity that occurs as your service representatives enter changes in the MBS Customer Care system. When an update occurs that requires a corresponding change to one or more network elements, SAM is responsible for completing that task. The MBS Rating modules allow you to map supported features to charge codes in order to inform SAM what features to provision.

SAM examines the service order from a “goal” perspective. While other systems simply execute the tasks at hand, as identified by the current activity, SAM examines all of the MBS Customer Care data stored for the subscriber, including the changes requested by the pending session, as well as any data stored in the MBS Network Elements module and CPE inventory. This data is used to define the “goal” — that is, what the configuration for this subscriber should look like once the current changes have been applied. SAM then queries the network elements to obtain the current configuration for the subscriber and issues the commands necessary to synchronize the two systems.

Based on how you set up the configuration of each device and feature, SAM will instruct the network element to add features that are present in MBS but are not present in the network element. SAM can also remove features from the network element when specifically instructed to do so.

SAM can help you deliver timely, accurate, and reliable service provisioning and activation.

SAM Is Designed To:

- Improve efficiencies.
- Reduce operational expenses.
- Assist in launching new technologies and services.
- Audit existing services and features.

SAM Supports:

- New installs
- Service updates: Add features, remove features, update other attributes, equipment changes, voice service number changes
- Disconnects: Temporary and permanent
- Reconnects
- Mass audits/interactive audits of individual services

SWITCH INTERFACES

LANDLINE

- GENBAND (DMS-10, DMS-100)
- Siemens EWSD
- Tekelec/Taqua
- Innovative Systems AP/MAX
- Metaswitch
- Lucent 5E

INTERNET

- RADIUS (Dial-up)
- NeoNova
- VisionNet RDM
- Sigma DPM
- Adtran TA1248
- Mikrotik Router

VIDEO

- Motorola (HITS QT+, NASRAC)
- PPV Processing
- Minerva
- Conklin Intracom
- Cisco DNCS
- Seachange VOD
- ETI Triad (NAS)

OPTICAL NETWORK

- Calix B6/C7/E7/AE
- Calix Consumer Connect
- Adran AOE

WIRELESS RESALE

- Telispire Post-paid

MISCELLANEOUS

- SecurityConverge