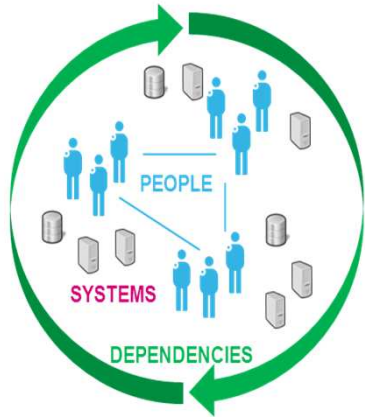


# SERVICE OPERATIONS MANAGER

## FOR MISSION CRITICAL PUBLIC NETWORKS

### CHALLENGES



#### Complex Eco-System

**Network Operations:** Maximize system availability  
**Authorities, Ministry:** Budget Goals, Political interests  
**End-Users:** More services & supported applications  
**Suppliers:** Documented Infrastructure & Processes

#### Heterogeneous System Environment

For providing communication services **different technologies** on **several layers** has to **work seamlessly together**. This increases the complexity and vulnerability to failures.

#### Increasing Business Dependencies

**Infrastructure, Service, Configuration, Finance Data**  
 WHAT is installed? WHERE is it installed? HOW is it installed?  
 WHO needs it? At which Level of quality? WHO pays WHAT?  
 WHAT is the condition? WHO does what?

### OUR SOLUTION



#### STANDARDIZE

Best Practices Frameworks for IT and Network Operator exists since 1980 and help to standardize the operations

#### AUTOMATE

Increasing networks complexity requires to use Operating Support Systems to automate processes and reduce complexity.

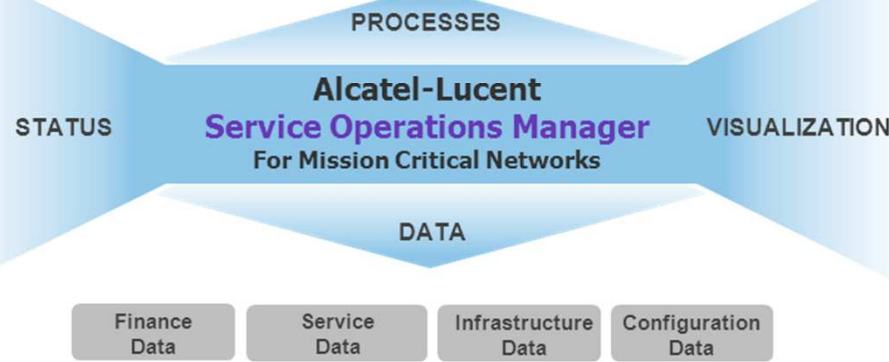
#### OPTIMIZE

The available transparency and the measured key performance indicators allow to control and optimize the business

### MISSION CRITICAL SERVICES/INFRASTRUCTURE



### STAKEHOLDERS COMMON PORTAL



# SOM SOLUTION FRAMEWORK

## VIEWS

### COMMON PORTAL (P)

- Everything in one place
- Different views and access rights
- Single sign on and password sync
- Simplified and TAB based navigation
- Given set of predefined users/groups

## PROCESS

### WORK PROCESS (WP)

- Trouble shooting workflow
- Change management workflow
- Generic Processes and Organization
- Clear roles and responsibilities
- Process documentation

## STATUS

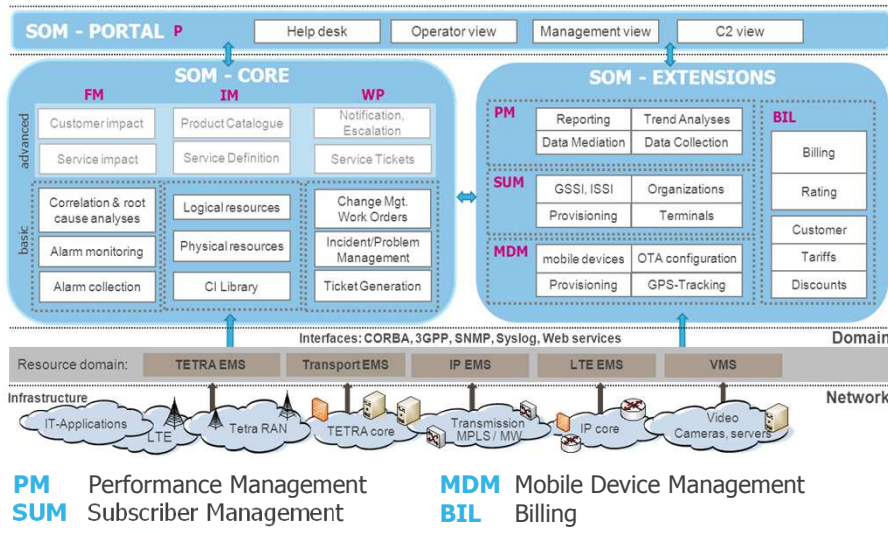
### FAULT MANAGEMENT (FM)

- Consolidation of alarm sources
- Current real-time monitoring
- Correlation and root cause analysis
- Consolidated visualization
- Individual alarm notification

## DATA

### INVENTORY MANAGEMENT (IM)

- Location/Supplier information
- Physically/Logically infrastructure
- Customer/SLA Information
- Service Information
- Status (Operation/Maintenance)



**PM** Performance Management  
**SUM** Subscriber Management  
**MDM** Mobile Device Management  
**BIL** Billing

Are you interested on additional information about SOM?

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# WHY ALCATEL-LUCENT

Alcatel-Lucent has a unique combination of market service management and network expertise.

1. We know the **Public Sector** Market (more than 30 Customers)
2. Experience with **Mission Critical Networks** (Tetra, LTE, etc.)
3. Market leader in **Multi-Vendor Integration** (\*7.1% Market share)
4. Over 300 deployed **Service Management** projects in 70 Countries

Based on our experience, Alcatel-Lucent designed **best practice oriented** service management solution for mission critical networks. Since 2008 we **continuously optimize and expand** our solution and in the meantime we've more than **20 successfully deployed references** all over the world.

## BEST IN CLASS PRODUCTS

Our solution based on **best in class** COTS products which guarantee the highest level of **modularity** as well as options for **future technologies** and the tie-in with **old technologies** and **non IT equipment**.

## PRE-INTEGRATION SOLUTION

Our **pre-integrated solution** includes best practices processes data models and technology packs. This enable a fast deployment of a **proven and mature** service management solution into your **customer specific environment**.

## ADVANCED FUNCTIONALITIES

On top of the COTS Products Alcatel-Lucent developed **own extensions** which help an operator to automate and **increase the efficiency** of their daily business. Example: Coverage Map, Cross Network RCA, Operator Tools

## SOME OF OUR REFERENCES

