

FTTx USE CASE

PROVISION, ACTIVATE, AND FULFILL SERVICES OVER FTTX

Summary

A major communication service provider in Singapore is using Incognito Software Systems Inc. solutions to provision, activate, and fulfill services over FTTx (Fiber-to-the-x). This provider uses service activation and fulfillment solutions from Incognito to provide triple-play (voice, video, data) services to over 1.4 million subscribers over both HFC and FTTx access technology. Over 400,000 of those subscribers are receiving services delivered over fiber network topology.

Service Provider Challenges

The provider intended to deploy a device that provides triple-play services into the home over gigabit-capable passive optical network (GPON). The provider would manage the residential gateway, while the access network — containing optical-line termination (OLT) and optical-network units (ONU) — would be managed outside of the provider's operations.

In order to minimize CAPEX and training costs, it was crucial to the provider to be able to reuse as much of their existing HFC cable service back-office systems as possible. Additionally, this provider wished to provide services offered over the new national fiber network with IPv6 capabilities. Reducing costs while satisfying the end-user demand for faster services was paramount to the success of this initiative.

Incognito Solution

Incognito was the incumbent service activation and device provisioning solution provider for the operator's

HFC DOCSIS services, and had already provided:

- Agile service activation and device provisioning solutions over HFC
- Responsive ongoing support for provider requests and inquiries
- Reliable and scalable solutions that continuously met the demand for ongoing growth

As a trusted OSS provider for more than 10 years, the operator requested Incognito to extend the existing service activation and device provisioning solution to include FTTx provisioning. This enabled the operator to quickly roll out FTTx services — including IPv6 addressing capabilities — on the new national fiber network and generate additional revenue opportunities in the marketplace.

Incognito provided the customer with new workflows from billing through service activation for FTTx devices:

- Activation is handled by DHCP option information inserted by the DHCP relay agent, which identifies the circuit that is connected to the subscriber devices
- The DHCP service is provisioned with the circuit-specific information by the service activation system to either enable or disable services.

In just months, the operator was able to utilize the new workflows from Incognito FTTx service activation and fulfillment solution to gain numerous benefits, including:

- Automated device onboarding and service activation over an FTTx network
- Faster time-to-delivery of complex services at consistent and reliable quality and speed
- Minimal service faults and interruptions
- The ability to synchronously activate all new and existing services to multiple end-user devices in a single action
- Tightly integrated B/OSS that reduces manual process to save OPEX
- Agile service APIs configured to meet the needs of the existing and projected subscriber base
- IPv6 support well before a majority of in-region providers

Results

As a result of implementing the Incognito solution, the provider was able to launch FTTx services without needing to invest heavily in OSS for the FTTx stack. Incognito provided a standards-based solution that made use of existing technology investments, had the capacity to enable IPv6 for future requirements, and complimented existing service fulfillment workflows that were already in place in the provider's back-office environment.

THE INCOGNITO PHILOSOPHY

Broadband service providers worldwide use Incognito products to solve their device provisioning, network intelligence, resource management and service activation challenges. In addition to helping you increase operational efficiency and monetize IP-based services, Incognito also delivers:

Flexible Modular Solutions.

Get software solutions that fit your needs, not the other way around. Our extensive toolkits and experienced integration experts ensure that you can easily integrate any Incognito solution into your existing systems.

Customer- Centric Approach.

Be heard. We listen to and take your suggestions seriously. That's why 80% of new product features are a direct result of customer feedback.

Support Services.

We're committed to your success. Our experienced professional services team can design custom solutions to suit your needs, while our support team is available 24/7 to answer your questions.