

FTTH USE CASE

INCOGNITO INTEGRATES FTTH TO HASTEN CONVERGED SERVICES ACTIVATION FOR TELCO PROVIDER

Summary

A telecommunications service provider in Latin America reached a major milestone, adding HSD, IPTV, and VoIP services over fiber to their existing services catalog. This was an initial step in the provider's multi-phase design to activate and support converged services for its existing 13 million subscribers. Incognito delivered and supported provisioning flows and best practices for fiber service fulfillment, performed end-to-end delivery testing, and automated service activation to a trial group receiving converged services over fiber.

Challenges

A major telecommunication provider in Latin America wanted to expand their service offerings and geographic coverage to capture new revenue. To do this, they decided to become a commercial triple-play (video, voice, data) service provider over FTTH, adding HSD, IPTV, and VoIP to their existing service offerings. The provider had no incumbent experience in FTTH and no existing FTTH infrastructure, and required consultation and integration support to become a leading converged service provider in their region.

The operator worked with a wide range of vendors with various proprietary hardware. This created the challenge of integrating and supporting multiple standards and systems from a centralized platform. The provider's OSS/BSS systems needed to remain automated as they began offering triple-play services. It was imperative

to the provider's success that service downtime be minimized for their subscribers as the integration process was completed.

Incognito Solution

To overcome the challenge of integrating triple-play fiber services to an existing telecommunication services catalog, the provider approached Incognito for consultation and support.

Over a nine-month timespan, Incognito worked closely with the operator and its wide range of hardware vendors to gather end-to-end provisioning requirements for HSD, IPTV, and VoIP services. Incognito provided consultation on provisioning flows and best practices over fiber, supported end-to-end testing, and implemented a centralized service activation platform to support multiple proprietary hardware systems and standards.

Incognito satisfied the operators requests in this initial project phase by:

- Successfully implementing an end-to-end service activation user interface for multiple functions and services over fiber
- Offering expert advice on integration with southbound and back-end billing systems
- Gathering all necessary requirements from the operator and the operator's system vendors to ensure automation continues to be successful to multiple proprietary hardware standards
- Delivering all project scopes on schedule

Results

After working with the Professional Services team from Incognito, the provider successfully rolled out HSD, IPTV (including PVR and VOD), and VoIP services to a trial group of subscribers, enabling these new services to be enjoyed by the end-user. The operator can now offer triple-play FTTH services to other subscribers in this region. The next phase of the project will see the provider offer converged services to a new region in Latin America. Incognito will continue to develop and implement software as per the provider's requests, including support for:

- Automated firmware management and TR-069 device troubleshooting
- IP address management orchestration and deployment
- Voicemail provisioning
- Mass suspension tool
- OTT client provisioning
- Traffic light dashboard tool

Learn more about Incognito Professional Services at www.incognito.com/services

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.