Navis® Wireless Services Activation Manager Software



Enhance revenues with flow-through provisioning of advanced wireless services. Deliver exceptional customer service while streamlining operations and reducing costs.

Benefits

- Reduce OpEx with flowthrough provisioning of voice and data services
- Efficiently manage multi-vendor, multi-technology networks
- Speed time to revenue through rapid, reliable services delivery
- Scale your operations to a million orders per day

Lucent Technologies
Bell Labs Innovations

Navis® Wireless Services Activation Manager software provides you a flexible tool to activate new mobile subscribers and services fast, reliably and cost-effectively. It automates your service activation needs by integrating complex business and operations processes for service provisioning, activation and confirmation.

Streamline Operations, Increase Revenue with Real-Time Flow-Through Deployment

Flow-through provisioning is critical to maximizing your revenue and increasing your subscriber base while minimizing operating costs. Traditional provisioning processes require multiple screen entries and faxes through several departments, often resulting in lost orders, incorrectly provisioned services and lost revenues. *Navis*® WSAM software delivers total work process flow-through across multiple business locations, work groups, technologies, vendors and network services, reducing service order processing time from hours to less than three minutes and ensuring that profitable services are delivered as ordered.

To maintain customer loyalty and attract new subscribers, you need to be quick to market with the latest services. At the same time you need to provide exceptional customer service. *Navis*® WSAM software helps you accomplish this—your service representatives manage service provisioning from one desktop computer from a single screen, with minimal manual intervention. The result is an efficient, timely and cost-effective, streamlined service delivery operation that helps you bring services to market fast.

Flexible, Scalable Automated Service Provisioning

Navis® Wireless Services Activation Manager (WSAM) software delivers the flow-through provisioning advantage you need to fully automate and control your wireless service order provisioning process. Advanced software provides you a robust workflow engine that speeds service provisioning from an order entry or billing system to the wireless network components for delivery. *Navis*® WSAM software gives you the comprehensive control to manage service provisioning across multiple network components and the interfaces necessary for total automation of services deployment.

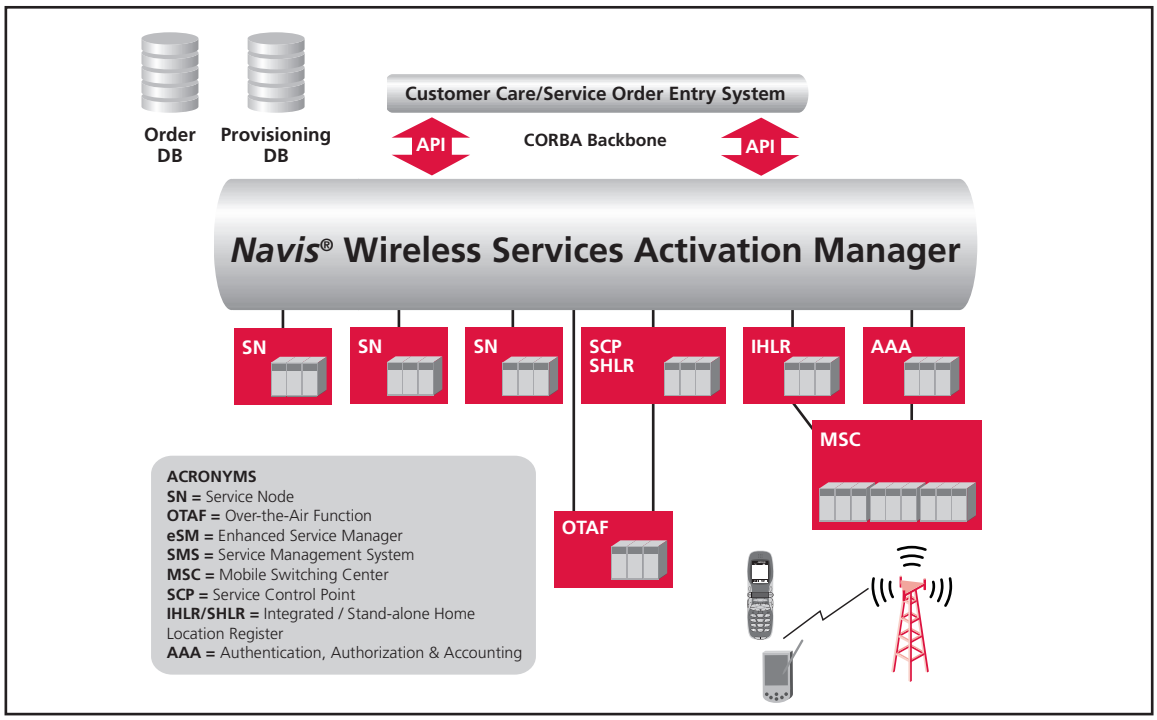
Through its built-in flexibility, you can configure the *Navis*® WSAM system to support new services, network components and technology changes in your business as it grows. You provision subscriber services and features fast and accurately—helping to reduce the time-to-revenue for new, enhanced services.

Navis® WSAM software is highly scalable—capable of processing up to one million orders per day, expanding as your subscriber base grows.

Navis® Wireless Services Activation Manager Software benefits your company's operations by helping you:

- **Manage multi-vendor networks.**
  Support network elements, service delivery platforms, and management software systems from multiple vendors, allowing easy integration into existing network environment, and seamless migration toward new generation technologies.
- **Simplify service deployment.**
  Manage complex process controls including order linking, conditional branching and error handling. The software's robust and flexible workflow models provide your staff a smooth transition from manual to automated operations, greatly reducing the number of experienced technicians you require to manage the provisioning process.
- **Accelerate revenues.**
  Advanced software works with over-the-air service provisioning systems to greatly reduce costs and time required for service turn-up while enabling subscribers to activate services when they require them.
- **Reduce provisioning errors.**
  The system helps you optimize efficiency, reduce errors and minimize transfer times by automating the flow of work to various systems and work groups.
- **Increase customer loyalty.**
  With its superior workflow engine, the system automates the provisioning process, dramatically reducing the number of subscriber provisioning problems, leading to increased customer satisfaction and reduced customer churn.

Navis® Wireless Services Activation Manager System Architecture



Flexibility for Today's Evolving Wireless Technologies

Navis® WSAM software supports today's conventional wireless services, as well as new advanced and intelligent network services such as Over-the-Air Service Provisioning (OTASP), voice mail and short message services. The system is compatible with cellular and personal communications service (PCS) networks, as well as code division multiple access (CDMA), time division multiple access (TDMA), and global system for mobile communications (GSM) air interfaces. It is also adaptable for robust support of emerging wireless services such as general packet radio service (GPRS) and 3G mobile technologies such as universal mobile telecommunications system (UMTS).

Navis® WSAM software also supports service and network related functions, integrating separate service and management operations such as account activation, service order processing and integration to billing systems. The system also provides advanced configuration tools that allow you to modify business flows and adopt new data models quickly, without interruptions to your operations or installation of new software releases.

Enhance Your Business Operations and Profitability

Navis® Wireless Services Activiation Manager software streamlines your business processes from a subscribers' initial orders to the successful activation of their services. Easy deployment enables you to implement Navis® WSAM software immediately with no customization required.

Navis® WSAM software helps maximize your profitability through rapid, accurate and reliable service delivery, getting you to market fast with high-demand services and the quality levels your customers expect.

Robust Flow-Through Provisioning with Flexible Interface Capabilities

Navis® WSAM software supports your current and evolving business processes with:

Service provisioning across your multi-vendor network:

- **Home Location Registers (HLR)** – Offers an automated link to the integrated HLR systems to support subscriber administration.
- **Lucent Over the Air Function (OTAF)** – Links all transactions required for over-the-air service provisioning, including all call set-up transactions and required messages for handset query and provisioning.
- **Lucent Enhanced Service Manager (eSM)** – Provides a front end for all subscriber provisioning functions from the mobile IN Enhanced Control Server.

Activation of enhanced service platforms such as:

- **Short Messaging Systems (SMS)** – Facilitates automated paging and Short Message Service Center Operations.
- **Voice Mail Systems (VMS)** – Supports automated messaging of order details to the VMS application for voice mailbox setup, activation and administrative functions, as well as for notification management.
- **AAA** – Manages user authentication, authorization, and accounting for advanced wireless services.

Integration to order management and billing for complete provisioning flow-through:

- **Customer Care Interface** – Automatically receives and processes order requests (add, change, delete) negotiated and created with industry-leading customer care/billing systems.
- **Computer-Telephony Integration (CTI)** – Automates data transfer, facilitates call setup and processes activities necessary to support over-the-air service provisioning functions.

Open, configurable architecture that supports your current and evolving business requirements:

- **MetaData** – Allows Service Providers the flexibility to introduce new provisioning data to the system, enabling faster delivery of new services.
- **Generic Send** – Uses CORBA APIs to enable the provisioning software to communicate with a new downstream system, allowing rapid adoption of new technologies before new custom interfaces are available.

Navis® iOperations Software Solutions

Navis® iOperations software is a comprehensive portfolio of multi-vendor, multi-technology Operations Support Systems for wireline, wireless, optical, circuit and data networks. *Navis*® iOperations systems are developed on extensible, programmable platforms, open APIs and advanced system architecture to provide carrier class reliability and scalability, as well as rapid and affordable integration into a Service Provider's preferred operations infrastructure.

The award winning Lucent *Navis*® iOperations portfolio, including VitalSuite® and VitalQIP™ network management software, support the breadth of Network Management Operations, including Service Provisioning, Service Assurance, Element Management, Mediation, and Modeling. *Navis*® iOperations solutions enable the delivery of advanced services across current and next generation networks– while improving efficiencies, significantly reducing operating expenses and delivering the Quality of Service that customers demand.

Navis® iOperations Software solutions are supported by Lucent Worldwide Services (LWS), Systems Integrators, and Service Provider partners who provide a comprehensive suite of world-class planning, deployment, operations and maintenance services.

To learn more, contact your Lucent Technologies sales representative, authorized reseller or sales agent. You can also visit our web site at http://www.lucent.com or call 1-888-426-2252.

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