

Oracle Communications MetaSolv Solution Overview

Updated April 2007



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MetaSolv Solution provides robust
inventory and order management
capabilities to facilitate the delivery of
traditional and next-generation services.**

EXECUTIVE OVERVIEW

Communications service providers need comprehensive, efficient inventory management processes and systems to fulfill their customers' requests quickly, accurately, and cost-effectively. A strategic network and service inventory solution must meet the primary objectives that drive your business.

Increasing revenue and decreasing time to revenue. You must be able to more effectively deliver new services while leveraging your existing investment in network equipment and technologies. As you bring new services to market, visibility into existing products and network assets can help you make the right decisions for your business.

Optimizing capital expenditures. It's critical to maintain an accurate record of your network and service resources. A system that allows you to accurately model all your network equipment, in all the network systems you maintain, lets you verify the placement of your assets and decide how best to take advantage of them, enabling you to reduce capital expenditure.

Enhancing operational excellence. To get faster service delivery and reduce operating expenses, you must consolidate multiple systems and automate your provisioning processes. To do this, you need a system with multiservice capabilities, coupled with effective integration to activation.

Providing effective access to information. A single source of access to comprehensive network and service information enables you to make more-informed business decisions. Empowering individuals at every level of your organization allows you to leverage maximum benefits from your inventory.

Oracle Communications MetaSolv Solution enables you to realize these benefits. The solution offers robust and leading-edge inventory and order management capabilities to facilitate the delivery of traditional and next-generation services. With Oracle Communications MetaSolv Solution, you can

- Leverage the power of inventory across the enterprise, getting key data into the hands of decision-makers.
- Manage inventory across diverse networks, enabling rapid delivery and intelligent design of all services, from optical to IP.

- Deliver faster time to revenue with a product catalog that efficiently correlates simple and complex product offerings with the functional and technical capabilities of the network.
- Improve productivity with an intuitive, configurable and easy-to-use user interface.

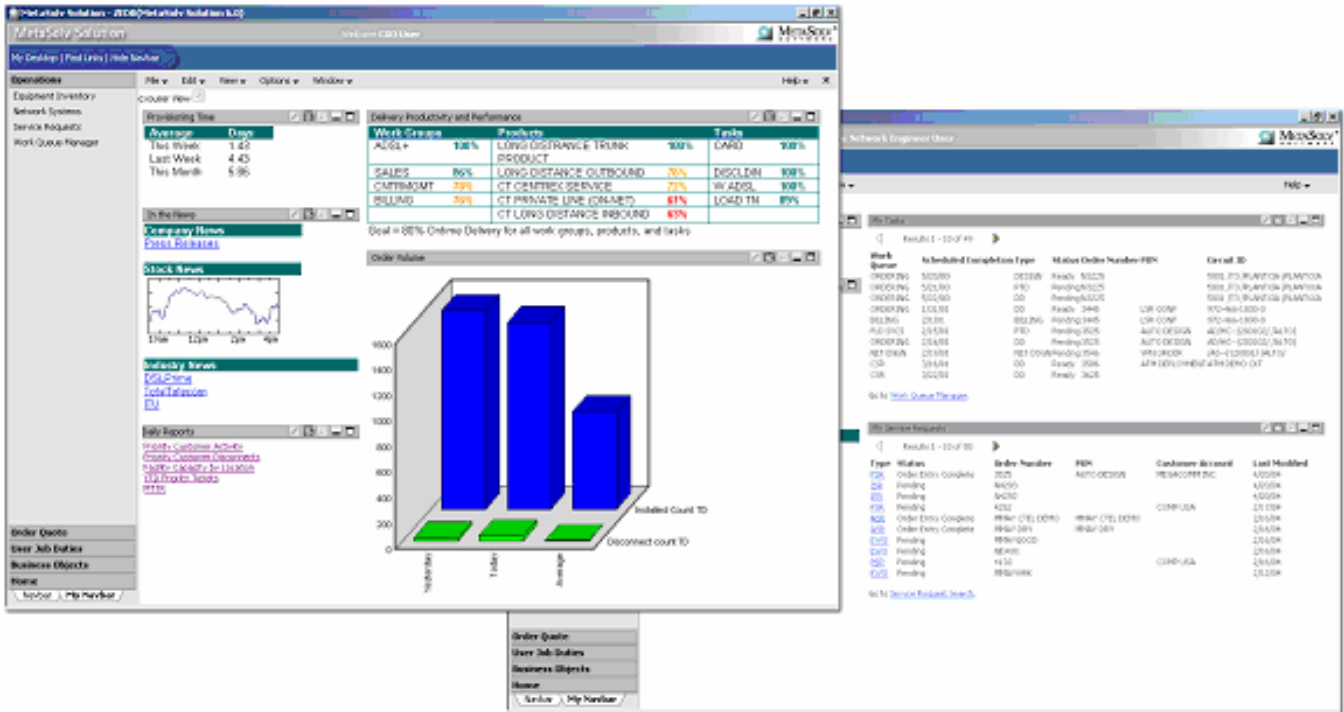
LEVERAGE THE POWER OF INVENTORY ACROSS THE ENTERPRISE

**Oracle Communications
MetaSolv Solution allows you to capture
all network and service inventory data
and then correlate and report that data as
meaningful information that empowers
your entire organization.**

Different people in an organization need different information to do their jobs. The CEO needs timely, concise information on network costs; the marketing manager needs information on the success of various service offerings to determine bundling opportunities; and the network engineer needs to track all network assets, whether they are logical, physical, or functional.

Oracle Communications MetaSolv Solution allows you to capture all network and service inventory data, and correlate and report that data as meaningful information that empowers your entire organization. The solution can also integrate with network-facing information sources—including existing network management systems, element management systems, fault and performance management systems, and legacy data stores—enabling you to further leverage the intelligence of a strategic network and service inventory platform. With this powerful integration capability, you can automatically identify discrepancies between the network “as is” and the network “as intended” in your inventory, ensuring that your business decisions are made on the most current information available.

To ensure that the right information is delivered to the right users at the right time, Oracle Communications MetaSolv Solution provides configurable portlets that allow users to tailor access to the data that is important and relevant to them. The solution’s configurable navigation system also offers one-click access to key portions of Oracle Communications MetaSolv Solution and external applications. This feature provides users with quick access to relevant information, allowing them to make informed decisions about capital expenditures, adding or discontinuing services, and planning network operations.



Oracle Communications MetaSolv Solution gives different members of your organization customized views of inventory data. For example, a CxO can get actionable data enabling informed decisions (left). A network engineer can view daily operational tasks for network design and provisioning (right).

MANAGE ACROSS DIVERSE NETWORKS

Traditionally, networks are managed and visualized on a per-domain or network basis. For example, IP networks are modeled in one application, asynchronous transfer mode/frame relay networks (ATM/FR) in another, and so on. Oracle Communications MetaSolv Solution provides multilayer graphical visualization across all hierarchies of the network, from optical to IP, within a single system. It lets you view the relationships between different network technologies, so you can see where you can make improvements—and where you are already achieving your goals. This comprehensive and cohesive visualization enables you to maximize your operational efficiencies and reduce costs.

Model All Technologies in a Single System

With its flexible, template-based network design functionality, Oracle Communications MetaSolv Solution helps you design and configure any type of network, from simple to complex, in a single system. Using the solution's productized technology modules and robust modeling capabilities, you can model all the technologies and equipment in your network in one place and view the relationships between the various components. For example, your network system could represent an entire global network, a backbone (or core) distribution

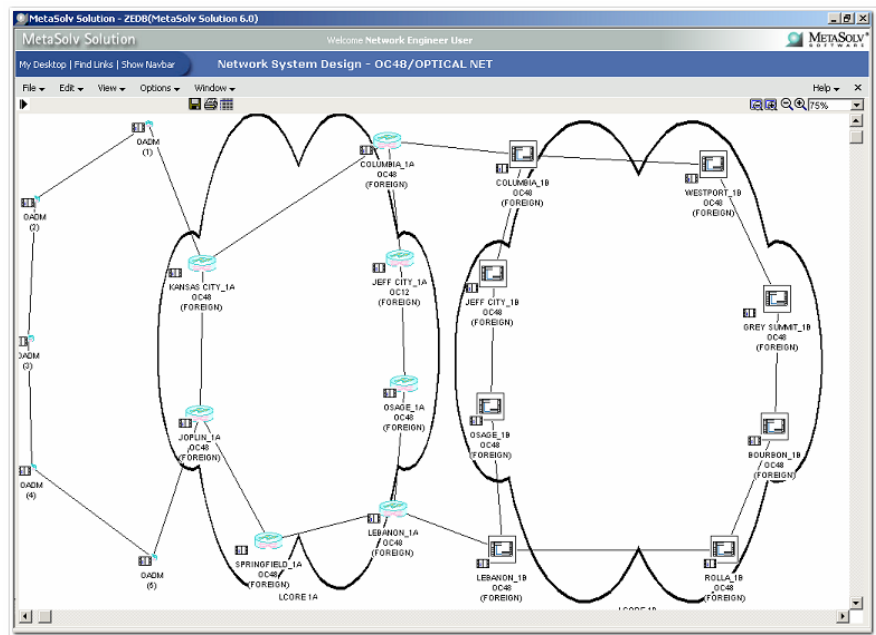
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network, an access (or EDGE) network, or even a LAN or virtual LAN (VLAN) network configuration.

Oracle Communications MetaSolv Solution technology modules support current and emerging technologies.

- IP services such as Voice over IP (VoIP) and IP virtual private network (VPN)
- Cable and broadband services
- Ethernet
- ATM/FR, including Layer 2 VPNs
- Mobile services (2.5/3G)
- Multiprotocol label switching (MPLS), including MPLS VPN
- DSL
- Synchronous optical network/synchronous digital hierarchy (SONET/SDH)
- Optical, including meshed SONET and dense wavelength division multiplexing (DWDM)

Oracle Communications MetaSolv Solution technology modules are also flexible, so you can support new technologies as network designs evolve over time.



The technology module for optical/TDM networks allows you to embed SONET/SDH networks in other networks to facilitate the management of the complete network.

Maintain Equipment Assets

Oracle Communications MetaSolv Solution maintains information about the equipment supporting your network, and the equipment's relationship to locations, connections, and carrier systems. Because equipment changes as network technologies change, the solution provides flexible and configurable equipment modeling capabilities. Using a specification that reflects your unique implementation, you can install in-service or spare equipment; associate equipment with network components; and track equipment for capacity planning, troubleshooting, or other purposes. You can also easily integrate equipment capabilities with other asset tracking capabilities—such as bar coding or other auditing mechanisms—to get timely, accurate data about all the equipment in your network—whether on- or off-net.

Manage Number Inventories

Oracle Communications MetaSolv Solution helps you manage your database of numbers—both telephone numbers and IP resources—more effectively. Oracle Communications MetaSolv Solution provides user-defined telephone number formats and defined functionality for managing number portability. You can also make and redeem reservations according to defined business processes, and inventory and manage the IP address space, allocating public or private IP address blocks to customers and assigning IP addresses to the network.

Oracle Communications MetaSolv Solution facilitates internal buildout activities with engineering work orders.

Facilitate Internal Buildout Processes

Whether you are expanding your inventory in anticipation of customer demand or building out your network to meet strategic goals, Oracle Communications MetaSolv Solution facilitates internal buildout activities with engineering work orders (EWOs).

The EWO combines two key buildout capabilities—the structure of workflow processes typically associated with customer requests, and the flexibility of performing network maintenance without the restriction of specific customer requests. Using Oracle Communications MetaSolv Solution, you can efficiently manage the complex workflows associated with building and maintaining connections and installing equipment, ensuring that your network is ready to handle all new service requests.

DELIVER FASTER TIME TO REVENUE FOR SERVICES

Your success depends not only on your ability to deliver services, but also on delivering the right services to the right people in the shortest possible time.

Seamless Integration with Front Office

To quickly deliver the right services to the right customers, you must understand your customers. Oracle Communications MetaSolv Solution communicates with customer relationship management (CRM) systems to help you integrate front-

office information about your customers with back-office information about your networks, so you can capture and manage complete, up-to-date customer information. With Oracle Communications MetaSolv Solution, you can access a complete history of a customer's activity—not only the products and services ordered by that customer, but how your network is configured and provisioned to deliver those services.

Inventory-Aware Product Catalog

The product catalog in Oracle Communications MetaSolv Solution helps you efficiently manage the products and services that are delivered across your network. Whether you integrate with a third-party CRM or use Oracle Communications MetaSolv Solution as the front-end ordering system, the product catalog provides the flexibility to define both simple products, such as basic dial tone lines, and advanced services, such as IP VPNs.

The solution's product catalog allows you to tie products to the network design templates so you can quickly coordinate your product offerings with the functional and technical capabilities of your network. You can confidently determine whether your network has the capacity and transport technologies necessary to support the services ordered by each customer. Ultimately, you save time by ordering only those products and services that are supported by the network.

Automated Path Analysis and Network Design Across All Network Layers

Oracle Communications MetaSolv Solution provides automated path analysis and network design across all network layers, significantly reducing the time needed to provision advanced optical-to-IP services.

In a traditional environment, different networks might be contained in different systems, providing you with only a piecemeal view of different parts of the network, instead of a comprehensive, overall view. Different systems require that you manually create and design service paths using a time-consuming, inefficient, and iterative process to determine the optimal route.

To address the inefficiencies of making assignments across different technologies and systems, Oracle Communications MetaSolv Solution provides automated path analysis and network design across all network layers, significantly reducing the time needed to provision advanced optical-to-IP services. The enhanced rules-based platform and graphical design capabilities can traverse network rings to identify a working path, as well as a protected path, according to user-selected criteria, such as number of hops or distance.

Oracle Communications MetaSolv Solution enables you to perform intelligent analysis functions, including:

- Layer-independent path analysis, enabling automated path analysis assignment across your network
- Multilayer visualization and design, providing a centralized area to create and view designs and design-related information in textual and graphical views

- Path diversity, quadversity, and/or triversity, enabling you to validate your diversity requirements to support quality of service (QoS) standards and service-level agreement (SLA) parameters
- Automatic resource assignment, automating designs to meet your needs, based upon rules including mileage and least-cost routing
- Grooming and/or rehomeing, allowing you to groom and use existing resources more efficiently

Integrated Workflow Management

Oracle Communications MetaSolv Solution integrates order provisioning and inventory with workflow management capabilities, helping you manage workloads across workgroups and individuals. These workflow management capabilities are intelligently integrated into the service fulfillment process, providing direct access to all information needed to perform a given task. You can configure the Work Queue Manager interface to show you the information you want to see, allowing you to proactively manage workflows and service performance—including jeopardy situations—and plan and allocate resources. The solution’s flexible workflow modeling allows you to dynamically build workflow processes, including initiating exits to external systems in the middle of the process.

IMPROVE PRODUCTIVITY WITH POSITIVE END-USER EXPERIENCE

Even the most powerful automation system is only beneficial to your organization if it is easy for your staff to use, navigate, and configure. Oracle Communications MetaSolv Solution is designed with the end user in mind and provides a highly intuitive and easy to configure user interface built on the latest technologies. The configurable navigation bar provides fast access—in many cases with only a single click—to any part of the application. Users can customize navigation to quickly access the parts of the application they use most, without costly and time-consuming custom development work.

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CONCLUSION

Oracle Communications MetaSolv Solution helps you accurately and efficiently manage all the resources required to deliver communication services, including physical resources, logical resources, technology or service resources, and name or number resources. The table below summarizes the benefits the application brings to your business.

Oracle Communications MetaSolv Solution Provides	Business Benefit
Layer-independent path analysis	Rapid provisioning of next-generation services, helping you increase revenue and decrease time to revenue
Multilayer visualization capabilities	Effective leveraging of your network assets, allowing you to optimize your capital expenditures
Multiservice capabilities and activation integration	Enhanced operational excellence and reduced operational expenses
Configurable portlets and navigation	Easy access to pertinent information at all levels of the organization



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Updated April 2007

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