

Customer Enablement



Trusted global service fulfillment experts delivering
service transformation



SIGMA SYSTEMS
NEW SERVICES | DELIVERED.



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Sigma Systems is the industry's most trusted service fulfillment expert in the delivery of integrated OSS solutions for the provisioning and activation of multi-play service bundles and innovative communications and entertainment services. Our global customer enablement team has enabled telco and cable service providers around the world to monetize their network investments, deliver service transformation, and fulfill over 150 million subscriber services to date.

Experience Delivers Success

Our customer enablement team is comprised of more than 200 globally dispersed service fulfillment specialists that bring diverse experience in designing, customizing and implementing tailored end-to-end OSS solutions. Each year we deliver more than 100 projects focused on provisioning and activation, all of which are assigned a dedicated and regionalized team of these experts. Our regional delivery teams offer the deep knowledge, skills and systems integration expertise to successfully implement our pre-integrated solutions based on your unique business and services requirements. With a localized team of dedicated resources, you're guaranteed to have an expert at your side with an in-depth understanding of your deployment configuration to ensure a more efficient project delivery and greater technical and upgrade support.

Our dedicated team helps service providers maximize their return on investment, greatly reduce operational costs, and quickly introduce innovative services with implementation, training, and technical support.

Implementation

Selecting the right Operational Support System (OSS) is just the starting point to efficiently delivering and managing feature-rich broadband, communications and entertainment services. It's what follows that becomes the challenge and without the expertise to follow through on a successful implementation, you can't possibly begin to capitalize the return on investment for your chosen business plan and service offerings.

Sigma Systems is dedicated to helping you quickly and efficiently design, deliver, and manage rich new service offerings that drive increased revenue, lower operating costs, and deliver a superior customer experience. To achieve this, we offer a complete range of service transformation services that are designed to help maximize the value of our products and solutions and leverage our proven deployment methodology:

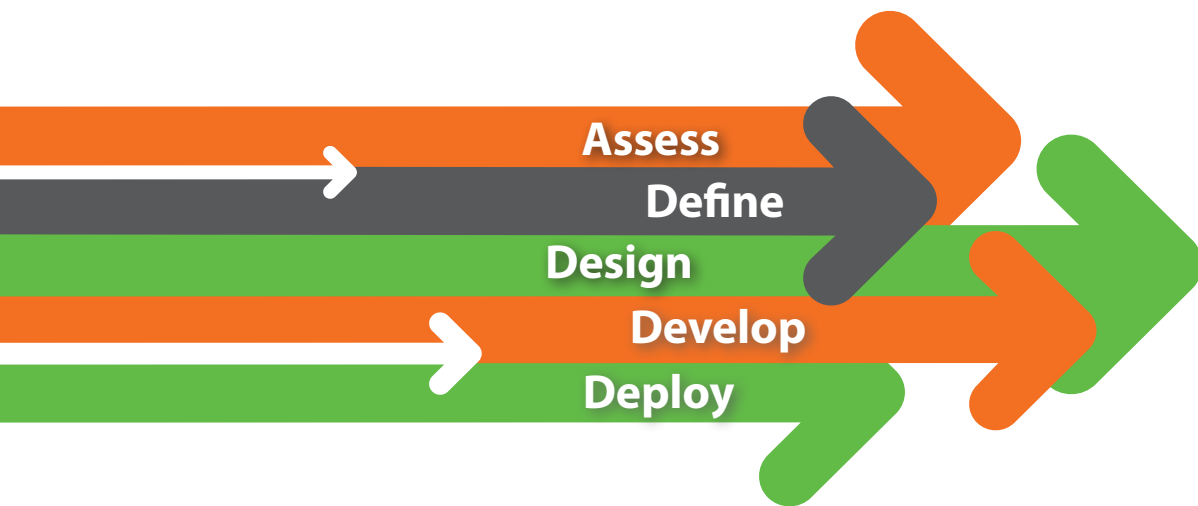
- OSS strategy and architecture consulting
- Business and operational process definition
- Solution configuration & deployment
- Systems integration & testing
- Custom application development
- Professional development & training
- Comprehensive technical support
- HealthCheck Monitor, a proactive system health and maintenance testing tool
- Data migration & upgrades

With these valued customer enablement offerings and our team's unequalled depth of expertise; we tailor each service fulfillment, active mediation, or device provisioning solution to address your unique business and technical requirements. From the initial requirements assessment and solutions design, through development, trial deployments, commercial roll-outs, and proactive lifecycle support, our customer enablement team works collaboratively with your internal IT, network engineering, and business operations teams to ensure that the solution deployment is delivered according to business specifications and goals. We achieve this by using our Assured Implementation Methodology (AIM). AIM is a proven approach designed to effectively advance our customers through the five-phase process of any successful customer delivery lifecycle.



ASSURED IMPLEMENTATION METHODOLOGY (AIM)

To avoid the pitfalls of failure, any OSS deployment should be mapped out by the adoption of a proven methodology – an implementation map to get the project where it needs to go and guarantee a successful outcome. This repeatable process concept is simple and necessary when building new systems or adding enhancements to existing ones. It uses the same building blocks that have been used to build systems and functions already tested and proven in actual use. Sigma Systems has developed AIM, a repeatable process template for implementation success that also allows for flexibility to customize various components of the plan to meet your specific deployment requirements. This detailed five-phase process lowers the risk of implementation failure and is critical to any OSS deployment project's success:



1
PHASE

Assess

During the Assess Phase, our customer enablement team collects, consolidates, understands and documents your solution requirements, functionality and project delivery expectations. This is recorded through a detailed statement of work, as well as architecture and business requirements documentation.

2
PHASE

Define

The Define Phase is critical to the overall success of your project. It is designed to safeguard your OSS solution investment by establishing a clearly defined implementation project plan. This stage focuses on refining and elaborating your project requirements established in the Assess Phase. Sigma Systems assigns a Project Manager, Solution Architect, and Business Systems Analyst to work closely with your staff to develop a detailed functional requirements document outlining solution requirements and identifying all of the necessary use case scenarios that will ensure a successful deployment. Project goals are established and a pre-determined set of milestones and project signoff points are agreed upon between you and Sigma Systems ensuring approval at each stage and achievement of project goals.

3
PHASE

Design

Once the functional requirements document has been established and agreed upon, your dedicated project development team uses those deliverables to create detailed designs for all of your IP service fulfillment solutions. This includes a comprehensive data migration strategy, draft test plans, component integration plan, and test cases that simulate real world business application scenarios.

4
PHASE

Develop

The Develop Phase is where the magic really begins and the actual hands-on portion of the implementation is initiated. Our project development team translates the design into your integrated code through five sub-phases: coding, unit testing, component integration, and system integration testing for your solution(s). Quality assurance testing is also performed in both Sigma Systems environments and with external systems to ensure that all system components function according to the project deliverables established in the define stage.

5
PHASE

Deploy

In this final stage, your solution(s) are fully installed at your facility for testing and then deployed into your full production environment. Our project development team works alongside you for user acceptance testing and issue resolution and assists with the cutover of the solution in the production network. After the deployment, we offer you full on-going 24x7x365 technical support services through your regionally dedicated support team and Technical Account Manager (TAM).



TRAINING

Sigma Systems offers a suite of high quality training programs designed to assist service providers in effectively managing and maximizing their chosen OSS product and solution investments. Our goal is to provide your users with the knowledge and skill set needed to efficiently manage your organization's deployed solution(s), during and after the deployment process – from critical operating functions to best practices for proactively managing system health and performance.

When developing a training pathway, our technical training and customer enablement teams analyze your user's education and training requirements to develop a comprehensive training program specific to your deployment. In the end, we establish a unique training program for every phase of the implementation and post-deployment support plans. Essential and advanced training for pre and post deployment activities for all user types – from customer service representatives and developers to system administration and service order management users – is developed and delivered using a blended learning approach using techniques such as desk-side mentoring, instructor-led courses and hands-on workshops, and eLearning and webinars.

Sigma Systems is committed to bringing the finest quality educational programs and services to our customers through dedicated and experienced experts that deliver the best possible learning experience based on unique educational requirements.

SUPPORT

Maintenance and ongoing support are critical aspects to consider when selecting an OSS partner. Sigma Systems offers comprehensive maintenance and support services designed to help service providers leverage their investment into our products and solutions and increase their business value and performance over time, including entitlement to all major, minor and maintenance version releases for our portfolio of products and solutions.*

After your deployment, we provide maintenance and support services so you are assured of ongoing, consistent business operations and have access to regionally dedicated support teams and Technical Account Managers (TAMs). Your regional team has direct experience with your deployed environment enabling us to accelerate response speed and issue resolution, and eliminate downtime and quality of service and experience impact to customers.

We offer full service 24x7x365 issue resolution support via telephone, email and an online trouble ticketing and issue resolution knowledge base that is backed by industry-leading service level agreements (SLAs), with multiple escalation tiers delivering the right level of support at the right time. You also have access to the HealthCheck Monitor, Sigma Systems' complimentary system health management tool that enables corrective action against system performance threats to be taken before they affect your mission critical OSS.

*does not include customer enablement fees associated with the deployment of new product releases.



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About Sigma Systems

Sigma Systems is the proven global leader in delivering advanced IP service fulfillment solutions. Next-Generation Operators (NGOs) around the world use our solutions to deliver a rich consumer experience through communications and entertainment services—over any access technology to any device. Our award-winning solutions include order management, provisioning and activation, and active mediation of residential and business VoIP, broadband, video, and triple and quad-play services. Sigma Systems is entrusted for service transformation and innovative solutions with market leading expertise for the delivery of today's and tomorrow's new services.



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