

## New Services. Delivered.



From the Global Leader in  
Advanced IP Service Fulfillment  
Solutions.

### Residential Voice Services | Delivered.

Voice is first step in delivering a multi-service offering. It is a leading revenue enabler for operators in the transition to all IP networks and a key competitive component. Voice has also become an integrated component for a range of other services, from mobility and conferencing to voicemail, unified messaging and unified communications. Voice-over-IP (VoIP) is a driving technical force behind this integration and technologies like SIP and PacketCable are now bringing mobility and unified messaging to the fixed-line voice world too. To capitalize on the residential VoIP opportunity, operators need a proven OSS solution.



**SIGMA SYSTEMS**  
NEW SERVICES | DELIVERED.

## Sigma's Residential Voice Service Package

Sigma Systems' Residential Voice Service Package (RVP) is the most advanced service provisioning solution for residential VoIP services available today.

Sigma Systems' award-winning RVP solution enables operators to quickly introduce, accurately deliver, and efficiently manage robust residential VoIP services. The RVP solution has been proven in deployments around the globe and helps operators innovate their service offering by:

**Reducing Time-to-Market for VoIP Services** – RVP includes a comprehensive set of pre-built components which enables operators to quickly deploy full-featured residential VoIP services. These solution components include off-the-shelf support for over 60 residential telephony features; over 70 service use-cases; integration with TDM switches and VoIP soft-switches; voicemail and unified messaging platforms; CLEC interconnect gateways; and device provisioning and back-office systems such as Billing and Customer Care. Sigma Systems' residential VoIP solution also includes pre-designed service definitions and work-flow processes based on over 20 deployments from around the world. These pre-built solution components come together to enable operators to deploy VoIP services at an unprecedented rate so they can rapidly realize new service revenue.

**Enabling Rich VoIP Service Features** – Sigma Systems' solution for residential VoIP services enables operators to deliver the experience customers expect from traditional telephone service and go beyond. Sigma Systems enables operators to provide a comprehensive set of over 60 telephony features, voice-mail services, directory listing services, long-distance plan integration, and more. Sigma also provides the foundation on which new and converged features can be introduced, such as TV Caller ID, so that operators can continue to innovate their residential VoIP offering over time.

**Streamlining Order Capture and Management Processes** – A positive customer experience begins with a seamless order management process that accurately delivers the services and features customers expect. Sigma Systems' Residential VoIP Solution automates many of the error-prone manual processes so that customers get a positive experience and operators are able to deliver services more efficiently. The Sigma Systems VoIP provisioning solution is built upon Sigma Systems' Service Management Platform (SMP) to provide flawless service activation for carrier-grade order volumes.

**Supporting Multiple Access Technologies** – Sigma enables operators to provision residential VoIP services over any access technology by supporting many access devices such as modems, multimedia terminals (e.g. eMTA), analog telephone adapters (ATA), optical interface devices (ONTs), and even (SIP) soft-phones. Sigma's RVP solution seamlessly integrates with device provisioning systems, including Sigma's own Device Provisioning Manager to provide operators with extensive flexibility.

**Simplifying Critical Processes** – Sigma Systems' residential VoIP solution simplifies many of the critical process required for VoIP services, such as: Customer Self Service; Telephone Number Portability; E911; Long Distance Carrier Choice (PIC/CARE); Directory Listing; and Customer Premise Device Configuration are automated with a single solution for PacketCable, SIP and legacy TDM networks.

**Driving Efficiency and Visibility** – Sigma delivers complete order management integration to an operator's self-care portal to enable the personalization of voice feature options and preferences. Sigma's Service Profile Manager leverages SMP's information model to determine service availability; provide visibility into past and in-progress orders; automate adds, changes and deletes; and track the entire service fulfillment process.

**Reducing Complexity** – Sigma automates arcane back office processes - like Local Service Requests (LSRs) and number ports - that are rife with cost and complexity pitfalls. Sigma's Interconnect Gateway and other service management applications overcome complexities that threaten market launches, service quality and profit margins so service providers can focus on delivering a superior service experience.

**Why the World's Leading Operators Choose Sigma Systems**  
Next Generation Operators (NGOs) continue to turn to Sigma Systems for the company's proven track record in delivering solutions that enable them to maximize their service profitability and improve their customers' service experience. NGOs understand the critical importance of the service fulfillment process and have entrusted Sigma Systems to help them design, deliver and manage innovative multi-service offerings at leading deployments around the world.

# Discover what it means to deliver by contacting Sigma Systems today.

1-888-SVC-MGMT (782-6468)

[www.sigma-systems.com](http://www.sigma-systems.com)

[delivered@sigma-systems.com](mailto:delivered@sigma-systems.com)

#### Worldwide Headquarters

55 York Street, Suite 1100  
Toronto, Ontario, Canada  
M5J 1R7  
Tel: +1.416.943.9696  
Fax: +1.416.365.9227

#### EMEA Headquarters

London, United Kingdom  
Tel: +44 (0) 207 869 8005  
Fax: +44 (0) 207 869 8001

#### CALA Headquarters

São Paulo, Brazil  
Tel: +55 11 3443 6421  
Fax: +55 11 3443 6201

#### APAC Headquarters

Tokyo, Japan  
Tel: +81-3 4360-5484  
Fax: +81-3 4360-5301

#### Center of Excellence

Pune, India  
Tel: 91-20-2566 1992-93



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