

# Integrating Intelliden OSS Suite with Siebel CRM – ‘Powered By FMW’



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## Industry

Telecom

## Oracle Products

Siebel CRM  
Oracle EBS  
Oracle BPEL Process Manager

“Intelliden’s integration with Siebel CRM and Oracle Business Process Manager provides a standards-based solution for automated fulfillment of triple play services, and meets the performance and security of the most complex service providers”

**Rahul Sachdev**  
**Vice President of**  
**Marketing**  
**Intelliden Inc.**

*Intelliden Inc. is a leading provider of Intelligent Networking solutions that enable organizations to control, manage and scale their networks.*

## Partner Overview

Intelliden Inc. is a leading provider of Intelligent Networking solutions that enable organizations to control, manage and scale their networks. With Intelliden solutions, network-driven organizations can deliver next generation services, ensure compliance and completely automating network change and configuration management. Intelliden’s innovative and patented solution is the first example of truly “intelligent automation” of networking devices. It is the only solution that gives companies the real time state of the network — the key to ensuring accuracy across increasingly dynamic networks. Intelliden has been proven in global Communications Service Providers (CSPs), financial services organizations, federal government agencies and other businesses deeply dependent on their network.

## Integration Solution Overview

Faced with significant competitive pressures and eroding margins, CSPs are launching bundled offerings including high speed internet, VoIP and IPTV. Successful delivery of these ‘triple play’ services depends on the ability to create targeted customized offerings for customers, and to accurately provision services based on real-time availability of network resources. Oracle’s Siebel CRM is the most popular solution for self care and sales order management among CSPs. Intelliden is the only provider of intelligent networking solutions for dynamic resource provisioning and configuration management of heterogeneous IP networks. The combination of these two leading carrier grade solutions enables automated service fulfillment from customer to network.

## Flexible Integration

CSPs demand open architectures, proven solutions and high flexibility for mission critical business processes (e.g. order entry, order orchestration and service provisioning). Intelliden’s highly scalable and proven platform is built on a standards-based, web services architecture. Oracle Fusion Middleware’s Service Oriented Architecture provides a flexible and secure way to integrate Siebel CRM with 3<sup>rd</sup> party OSS applications.

## Why Oracle?

Siebel CRM and Oracle E\*Business Suite are the most popular applications in the telecom industry. Integration with Siebel CRM and Oracle EBS enables Intelliden to

offer an end-to-end solution for next generation services for faster time to market and lower total cost of ownership. Oracle SOA solution, with the native BPEL support, supports the highest performance and security needs of telecom operators.

### **Essential Benefits**

- Maximize service revenues, guarantee user quality of experience (QoE) and lower operational expenditure
- Standards based integration with Siebel CRM and Oracle EBS
- Faster time to market and lower total cost of ownership

For additional information about partnering with Oracle, please contact us at [opninfo\\_us@oracle.com](mailto:opninfo_us@oracle.com) or visit us at [www.partners.oracle.com](http://www.partners.oracle.com).

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