ORACLE COMMUNICATIONS
METASOLV SOLUTION

Oracle Communications MetaSolv Solution (MSS) provides network service providers with an integrated solution that includes ordering, workflow, inventory management and trouble management capabilities. The focus of the application is to provide functionally rich, out-of-the-box capabilities with support for key regulated standards to enable rapid service introduction, efficient service delivery and lower cost of ownership.

MSS has been successfully deployed in over 70 service providers worldwide, often being selected by service providers as their consolidated platform of choice. MSS is a functionally mature application which has been deployed increasingly as part of an integrated service fulfillment solution for business (B2B) and consumer (B2C) services and/or as a comprehensive network inventory management solution.

Overview of MSS

MSS has six key modules, depicted below, which are pre-integrated and work closely with each other.

The foundation of MSS is based on a functionally rich inventory of services, networks and physical or logical resources spanning multiple technology domains. Integrated with this inventory management capability is order management supporting customer or retail ordering, regulated inter-carrier ordering (with specific support for US ordering standards) and internal engineering ordering to streamline and automate the provisioning process. It also provides integrated trouble management together with a holistic view of customer profiles and their associated service and trouble details and history.

MSS also provides a set of APIs to enable custom extensions and integration with other Oracle and 3rd party applications as part of a larger solution footprint.
Key Product Modules

The following diagram highlights some key capabilities of each of the MSS modules.

The Customer Care module provides basic order entry based on the MSS product catalog as well as a current and historical unified view of customer details, including order status, services, troubles, etc. As an optional module, service providers may elect to use it or a commercial CRM solution such as Oracle Siebel CRM to manage their customer information depending on their requirements.

The Order Management module provides several important capabilities:

- A provisioning product catalog with product classifications and flexible definitions supporting unique ordering data requirements. It supports the definition of both bundled products as well as modular products that may be bundled externally to MSS
- Customer / retail ordering via the Product Service Request (PSR) to enable ordering of a wide variety of services across current and next-gen technologies
- Regulated ordering for the US market – principally contemporary support for the Access Service Request (ASR) and Local Service Request (LSR) inter-carrier ordering standards specified by the Order and Billing Forum (OBF)
- Internal / engineering work orders for network build out – through the Internal Service Request (ISR) and Engineering Work Order (EWO)

The Work Management module defines, tracks and streamlines all the tasks in the service or network provisioning process and provides comprehensive process visibility and provisioning metrics. It enables the design of customized provisioning plans, which organize and manage the flow of tasks, both electronic and manual, according to the business processes.

The Data Management component includes the common data repository of all information being managed by the applications together with a comprehensive set of management and operational reports. It supports the logical partitioning of inventory data based on customizable criteria enabling segmentation of views based on geography, Line of Business, etc.

The Network Design module supports several levels of inventory information – geographical, physical, logical and service inventory. MSS supports a wide variety of network technologies (current and next-gen) and provides a series of productized technology modules to enable rapid, low risk deployments. It supports equipment management and network design together
with the management and internal/external reporting of key logical resources such as IP addresses, Telephone Numbers, etc.

The **Service Provisioning** module supports a graphical design and assign process including arbitrarily complex network designs. It provides intelligent path analysis to determine the available paths across the network with minimal setup, supports optional auto-assignments when designs span networks and enables protected/unprotected assignments within the same design step.

The **Trouble Management** module is an optional component in which trouble tickets may be created and their full lifecycle tracked to closure. Pre-integrated with customer and inventory data, it is interoperable with fault & other ticket management systems.

### Technical Platform and Open Integration

MSS is based on the following contemporary technology platform:

- **Operating Systems:** Sun Solaris 10, Oracle Linux (OEL5.5+), Red Hat Linux (E5), IBM AIX 6.1, HP-UX 11.3i for Itanium
- **Database:** Oracle RDBMS 11g R2 including RAC for fail-over
- **WebLogic Server:** 10.3.1, JVM 1.6

Such a technology platform enables ease of co-existence and alignment with other Oracle Communications applications. It also offers a robust library of APIs to enable integration with third-party applications such as CRM/central order management, fault management, trouble ticketing, outside plant management, service activation, etc. as part of a larger solution footprint.

### Integration with Complementary Applications

MSS may be deployed on a stand-alone basis or integrated with complementary applications to provide a larger solution footprint – typically supporting the Order to Activate process. Such integrations and the respective Oracle Communications applications are depicted below.

The complementary application integrations most commonly deployed include:

- Oracle Communications Order and Service Management (OSM) – acting in a central order management role, OSM receives and decomposes the customer sales order (from CRM) and orchestrates its service fulfillment into MSS using the PSR API maintaining full visibility & status aggregation over entire order lifecycle.
  OSM, acting in a service order management role, also orchestrates the downstream
ORACLE BENEFITS

- Investment protection with Oracle Lifetime Support
- Open, partner-friendly business model
- Oracle commitment to, and investment in, communications

service and network activation activities with the network and application platforms

- Oracle Communications ASAP & IPSA – these applications respectively enable the state-less activation of network and IT applications as well as the state-full activation and service-aware configuration management of complex enterprise Ethernet / IP services. This integration enables streamlined / automated activation to complete the Order to Activate process

- Oracle Communications Network Integrity – through network discovery and reconciliation, Network Integrity increases the accuracy of the MSS inventory data benefitting all processes that use such data inc. service fulfillment, network engineering, etc.

- Oracle Communications Network Intelligence – extracts network configuration and capacity utilization data from MSS (and potentially other sources) to provide end-to-end visualization of network capacity utilization together with sophisticated network analytics to enable agile network planning and ongoing network optimization

Key MSS Benefits

MSS helps deliver the following business benefits:

- Rapid customer deployments with an integrated solution approach including ordering, inventory, etc. and extensive OOB domain support across multiple technologies
- Proven, low risk solution with over 70 worldwide deployments and an active user group
- Lower cost deployments through pre-integration, OOB domain support and extensive implementation / migration experience with Oracle and numerous partners
- Flexible support for current and next-gen services and technologies
- Easy access to pertinent information at all levels of the organization
- Implementation choice for MSS deployment – Service Provider, Systems Integrator, Oracle Communications Consulting, etc.

Contact Us

For more information about Oracle Communications MetaSolv Solution, please visit www.oracle.com/communications or via Email: comms-oss_ww@oracle.com

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