

Oracle Communications METASOLV SOLUTION

Oracle Communications MetaSolv Solution (MSS) provides service providers with an integrated ordering, workflow, and trouble management solution with comprehensive service and network inventory capabilities. With out-of-the-box rich support for regulated inter-carrier ordering standards, the solution enables rapid service introduction, streamlined service delivery, improved operational control and visibility, and more efficient management of network services and resources.

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

Product Overview

The foundation of MSS is based on a functionally rich inventory of services, networks and physical / logical resources spanning multiple technology domains. Integrated with this inventory management capability is order management supporting customer / 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 and custom extensions to enable integration with other Oracle or 3rd party applications as part of a larger solution footprint.



Key Features

- Comprehensive product catalog mapping commercial products to technical services
- Integrated ordering/inventory
- Complete out-of-the-box domain support across multiple technologies
- Automated path analysis across multiple technology layers
- Support for regulated ordering
- Contemporary architectural platform aligned with other Oracle Communications applications



Key Product Modules

MSS has six key modules, as shown in Figure 1, which are pre-integrated and work closely with each other.

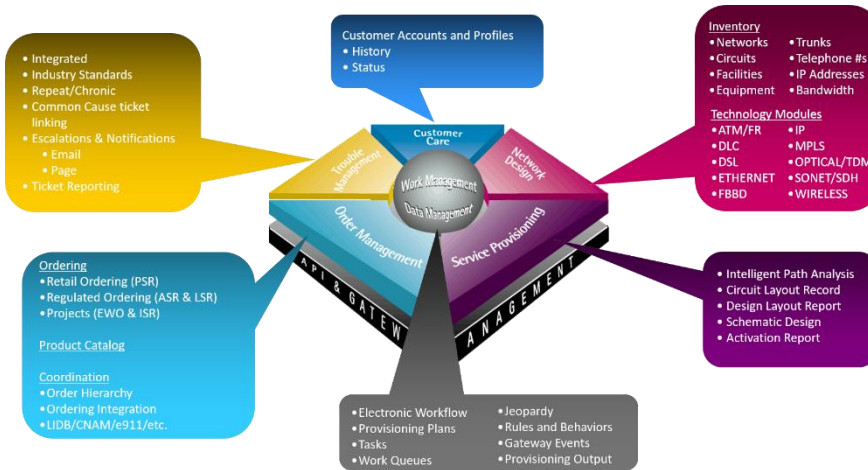


Image Caption 1. Oracle Communications MetaSolv Solution key module capabilities

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, trouble events, etc. As an optional module, service providers also have the choice of integrating with a commercial CRM solution 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 supports 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) modules

The **Work Management** module defines, tracks and streamlines all the tasks in the service or network provisioning process, both automated and manual, and provides comprehensive process visibility and provisioning metrics.

The **Network Design** module supports several levels of inventory information – geographical, physical and 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

MetaSolv Solution

- A “Telco in a box” solution with integrated ordering, workflow, trouble management and service and network inventory capabilities.

Key Benefits

- Rapid customer service deployment through pre-integrated functions
- Streamlined, flow-through service delivery
- Improved end-to-end operational control and visibility
- Easy access to pertinent information at all levels of the organization
- Unified network management view across domains and technologies
- Lower cost and faster deployments through mature solution, out of the box domain support and extensive implementation / migration experience with Oracle and numerous partners
- Proven, low risk solution with over sixty worldwide deployments and an active user group

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 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 and other ticket management systems.

Integration with Complementary Oracle Applications

MSS may be deployed on a stand-alone basis or integrated with complementary Oracle applications to provide a larger solution footprint – typically supporting the Order to Activate process.

Related Products

MetaSolv Solution can be integrated with the following complementary products:

- Order and Service Management
- Unified Inventory Management
- Network Integrity
- IP Service Activation
- ASAP

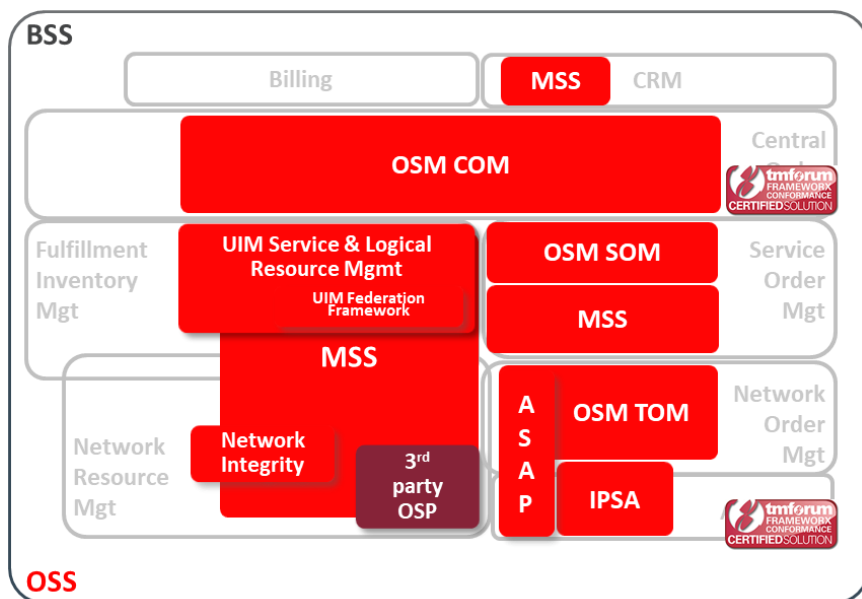


Image Caption 2. Oracle Communications MetaSolv Solution complementary products

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 CX / 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 across MSS for service and resource inventory and the downstream service activation applications
- 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** – increases the accuracy of the MSS inventory data through network discovery and reconciliation benefitting all processes that use such data including service fulfillment, network engineering, etc.
- Oracle Communications **Unified Inventory Management (UIM)** – Oracle provides multiple reference integrations between MSS and UIM allowing providers to continue to leverage their investment in MSS, but also take advantage of UIM's robust capabilities for logical resource management and service orchestration. Specifically, the applications may be integrated in a seamless fashion to support VLAN management and multipoint Ethernet service orchestration. Providers may review the following documents for more information:
 - *Integrating MetaSolv Solution with Unified Inventory Management for VLAN Management* ([Doc ID 2472722.1](#))
 - *Integrating MetaSolv Solution with Unified Inventory Management for Ethernet Service Orchestration* ([Doc ID 2243408.1](#))

Technical Platform and Open Integration

MSS is based on the following contemporary technology platform:

- Oracle WebLogic Server 12c certification
- Oracle Database 12c/18c/19c certification, including RAC for fail-over and support for multi-tenant architecture (CDB/PDB)
- Operating Systems for WebLogic Server:
 - Solaris 11.2 or later
 - Oracle Enterprise Linux (OEL) 6.6 (or later) and 7.1 (or later)
 - Red Hat Linux 6.6 (or later) and 7.1 (or later)
 - IBM AIX 7.1
 - HP-UX 11i v3 for Itanium
 - Windows Server 2016
- Operating Systems for Client:
 - Windows 10 Professional
 - Windows Server 2016
- Web Service APIs

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 CX / CRM / central order management, fault management, trouble ticketing, outside plant management, service activation, etc. as part of a larger solution footprint.

Related Services

The following Oracle Communications Consulting services support the MetaSolv Solution:

- Planning and implementation services
- Custom development services
- Product support services

In Summary

The MetaSolv Solution provides service providers with an integrated ordering, workflow, and trouble management solution with comprehensive service and network inventory capabilities. With out-of-the-box rich support for regulated inter-carrier ordering standards, the solution enables rapid service introduction, streamlined service delivery, improved operational control and visibility, and more efficient management of network services and resources.

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