



Solution overview brochure

Achieve agility

HPE OSS Fulfillment



Hewlett Packard
Enterprise

Profound change is happening; all kinds of devices connect to the mobile Internet. This is characterized by an explosion in users, devices, apps, data traffic volumes, and seamless, ubiquitous connectivity—putting CSPs at the heart of it.

With HPE OSS, you can:

- Grow new business
- Enhance customers' experience
- Improve cost structure
- Innovate to reach digital consumers

HPE OSS is built on 20-plus years of experience in deploying them at several hundred leading operators worldwide. With us, you get a true, one-stop shop for a complete, integrated OSS assurance and fulfillment solution, from end-to-end business transformation governance to solution design, software, hardware, and integration through delivery and ongoing support. Add to that our continuous investment in innovation and active engagement in telecom and IT industry standards bodies, which helps ensure standards compliance and OSS readiness for new technologies.

Stand out with HPE OSS

Are you looking for an integrated operations support system (OSS) fulfillment suite made up of best-in-class solutions? Are you suffering from high costs and lack of agility due to complexity, fragmentation, and manual processing in your current OSS fulfillment implementation?

Look to the Hewlett Packard Enterprise (HPE) OSS Fulfillment solution. It focuses on helping you meet these challenges, enabling faster time to market, better customer experience and innovation, including readiness to manage hybrid virtualized and nonvirtualized environments.

With HPE OSS solutions, including fulfillment and assurance, you can grow and anticipate new technologies with confidence—no need to rebuild, just reconfigure. This is due to our overall OSS approach—known as the “Service Operations Factory (SOF).” SOF combines fulfillment with assurance, coupled with a common data framework, and monitors operations through service KPIs. It provides all functions necessary for new customer onboarding and after-sales support, encapsulating technical knowledge of the services and network, and providing a simplified interface that takes a pure customer-oriented service view. This HPE OSS super suite:

- Takes a transformational approach to realize your operational business goals
- Embeds NFV orchestration and management, based on our HPE NFV Director solution
- Provides prepackaged and preconfigured off-the-shelf solutions to avoid lengthy and costly implementation

Get the tools you need—OSS Fulfillment

HPE OSS Fulfillment is the HPE implementation of SOF customer onboarding services. It covers the entire fulfillment process stack as defined by the eTOM from the TM Forum—including product catalog-based order management, activation of network and service infrastructure, maintenance of service and resource inventories, and change and configuration management.

These efficient fulfillment processes and tools are essential for you to bring new services quickly to market and enhance customer experience through self-service portals and superior service delivery and quality. Achieving greater agility and reduced complexity and cost of the overall end-to-end fulfillment process often require a complete transformation of OSS to consolidate fragmented tools, processes, and organizations. With HPE OSS Fulfillment, you can:

- Address multiservice/multitechnology fulfillment processes for high-volume tailored business services
- Streamline and automate your service-order-to-delivery cycle by preparing your infrastructure to take orders, decomposing and fulfilling them, and maintaining resources to deliver them

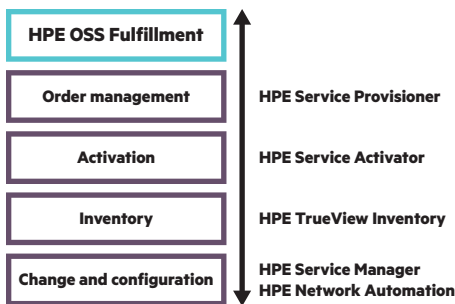


Figure 1: HPE OSS Fulfillment solution

Meet your challenges

HPE OSS Fulfillment helps you face typical challenges; it comprises a rich set of software and services:

- A software portfolio that fits your innovative technology requirements

- A consulting-led approach, led by HPE Solution Consulting Services, to help you translate your strategic drivers to measurable business outcomes
- Design, implementation, and support services, delivered by our Communication & Media Solutions (CMS) professionals all over the world

Table 1: Challenges and solutions

CHALLENGE	HPE SOLUTION
Fragmented fulfillment processes, tools, and organizations—for example, multiple ordering systems and activation processes	<ul style="list-style-type: none"> • Consolidation of multiple ordering systems and product catalogs across various business units and product lines • Alignment and simplification of disparate activation processes • Reconciliation of multiple service and resource inventories
Manual or semiautomated and narrowly focused order management and activation processes; lack of visibility on operational process deficiencies	<ul style="list-style-type: none"> • Automated product catalog processing enforces only valid combinations of services and completeness of data , ensuring only valid orders are accepted • Full overview of the states of all orders and jeopardy notifications for any delays or problems encountered • Streamlining of all activation interactions with all elements of the network and service infrastructure that must be configured for each subscriber to deliver the service
Lack of flexibility and timeliness to adapt to fast-changing market and business conditions, and new technology—next-generation network and all-IP, for example—and the need to replace aging infrastructure	<ul style="list-style-type: none"> • End-to-end automation and consolidation of your fulfillment processes using the complete suite of integrated fulfillment solutions • Order orchestration and product catalog prepackaged offerings enable quick introduction of new services, diversity in services offered, and flexible bundling and pricing

HPE is an active member of the TM Forum, helping drive the development and adoption of its Framework standards. We are equally active with Information Technology Infrastructure Library (ITIL) and are the only technology vendor to author one of the five ITIL v3 core books. In addition, we authored the ITIL glossary and built the overarching process maps for the new library. We bring this rich experience to our consulting and product development. An active participation in TM Forum and ITIL, and other bodies, enables us to closely align our solutions with where industry is going, so investments made today continue to pay off long into the future.

Gain the benefits you need

- **Improved business agility**, such as reduced time to market, due to the SOF dynamic production environment, preintegrated fulfillment and assurance, decreased complexity, and maximized automation
- **Superior customer experience** with self-service and self-care, and customer-specific services
- **Best-in-class cost structure** by eliminating silos and process redundancies, leveraging existing assets to protect your investment, and focusing on lower total cost of ownership due to standards-compliant, open, and extensible OSS solutions
- **Innovation** by effectively embracing new technologies, such as enabling the NFV transformation with an OSS platform that is capable of handling the coexistence of legacy and a virtualized world
- **Confidence with a trusted partner** is demonstrated by successful HPE OSS Fulfillment deployments at hundreds of communications service providers (CSPs) worldwide, single vendor accountability, and global, end-to-end services coverage including consulting, implementation and system integration, and support in all geographies

Address specific use cases

- **Fulfillment for Mobile/LTE** offers a preconfigured, pretested solution implementing the HPE OSS Fulfillment stack targeted at mobile CSPs. It is based on HPE Mobile Subscriber Activation (MSA), which enables mobile services provisioning in a multivendor environment. It provides functionality for service order decomposition, streamlines execution of order provisioning flow, and facilitates service order lifecycle management. HPE MSA includes prepackaged provisioning many mobile services for 3G/4G network elements from most common vendors.
- **Fulfillment Solution for VPN** offers a preconfigured and pretested solution for VPN order management, activation, and inventory, and is delivered with productized configuration for VPN activation. It includes off-the-shelf connectivity to major equipment vendor systems, VPN service order management and service inventory, productized VPN technology for discovery, reconciliation, and resource inventory, and an integrated user portal for ease of operations.
- **Test & Diagnostics** offers a preconfigured and pretested solution for automated trouble shooting, fault diagnostics, and error resolution in your network and applications.

Table 2: HPE OSS Fulfillment solution components

Order management	HPE Service Provisioner	<ul style="list-style-type: none"> Manages the full service order lifecycle, including service order management, service orchestration, and service catalog management
Activation	HPE Service Activator	<ul style="list-style-type: none"> Provides a multivendor, multitechnology service activation solution with the complete framework required to deliver, modify, or retire a service, including adaptable workflows, network plug-ins, and robust management tools
Inventory	HPE Trueview Inventory and Reconciliation	<ul style="list-style-type: none"> Offers built-in discovery and reconciliation; provides database of record to all physical and logical network assets and services
Change and configuration	HPE Service Manager	<ul style="list-style-type: none"> Manages the change process as part of the problem and incident management lifecycle; fully integrated IT service desk suite uses ITIL-based best practices and a highly scalable service-oriented architecture
	HPE Network Automation	<ul style="list-style-type: none"> Tracks, regulates, and automates configuration and software changes across globally distributed, multivendor networks using process-powered automation
	HPE Server Automation	<ul style="list-style-type: none"> Delivers comprehensive lifecycle management for enterprise servers and applications

Benefit from HPE Services

HPE CMS Services offer a proven way for navigating through your transformational journey:

- HPE Solution Consulting Services help define business transformation and translate strategies into actionable solutions.
- HPE Solution Implementation Services offer a low-risk project lifecycle across design, development, customization, and network and system integration.
- HPE Solutions Management Services increase the operational efficiency of your existing solutions, including reactive, proactive, operational, and enhancement management services.
- HPE Outsourcing Services offer a variety of sourcing options—including IT and infrastructure outsourcing, application management, and business process outsourcing—designed to improve business agility while reducing your operational expenses.

Use this one-stop shop

The HPE OSS solution comprises HPE OSS Assurance and HPE OSS Fulfillment solutions. As one of the few vendors offering one-stop shopping for a complete integrated OSS solution, it includes software, consultancy, deployment, system integration, and support.

The HPE OSS Assurance solution complements the OSS Fulfillment solution. With it, you gain visibility into the customer experience and its relation to the health of the telecom, IT, and IP network and services. And you get incident and problem management processes, which are automatically triggered to handle any customer, service, or network issue.

Rely on a trusted partner

We have a unique combination of transformation consulting experience, industry-leading solutions, mature deployment methodologies, and experienced delivery teams. HPE OSS:

- Is built on more than 20 years of deep and broad OSS experience
- Has more than 500 successful client deployments worldwide, of which, 150+ are fulfillment solutions
- Is backed by a portfolio of more than 300 field-proven best practices
- Offers a complete capability to manage and operate OSS by integrating capabilities from HPE and partners
- Gives access to 10,000 HPE Services personnel available in more than 170 countries, providing local experts—based near you—who speak your language
- Enables fast deployment with minimal disruption to existing operations, together with our global delivery and integration teams

And, we offer a variety of financing and operating options for OSS, depending on your needs.



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