

## Case Study

Salzburg AG, Infonova

# Infonova BSS for Cable Operator

### Companies submitting case study:

Salzburg AG  
 Infonova

### Authors:

Markus Berger, Project Lead, Salzburg AG  
 Manuel Gombocz, Program Manager, Infonova

### Applicable TM Forum Technical Areas:

NGOSS, eTOM

#### Viewpoint:

Service provider perspective

#### Services:

VoIP, Data

#### Network Technologies:

Cable, Broadband, Fixed Line, DSL, IP, MPLS

### Business Problem:

Based on heavy expansion of internet and Voice-over-IP services Salzburg AG (SAG) was facing high demand for an integrated provisioning solution supporting its business processes. As a sales driven company SAG offers a lot of different products and service bundles. This emphasizes their demand to use a seamlessly integrated system for accelerating order management processes and at the same time guarantee data integrity and accurate billing with the systems.

### Solution Implementation:

Cable provider usually provision their cable modems with different DOCSIS files according to the number of offered products (4 products = 4 different DOCSIS files). The outstanding deliverable of this project is individual provisioning of each cable modem, in terms of generating a dedicated DOCSIS file in time for every single cable modem to avoid IP spoofing or similar. Through the implementation of Infonova BSS, all IP addresses (based on headed-assignment and VPN-membership) are assigned for each customer automatically. These IP addresses are provisioned statically by Cisco Network Registrar, and through the use of Access Control Lists all cable modem can be configured to allow routing only for these IP addresses.

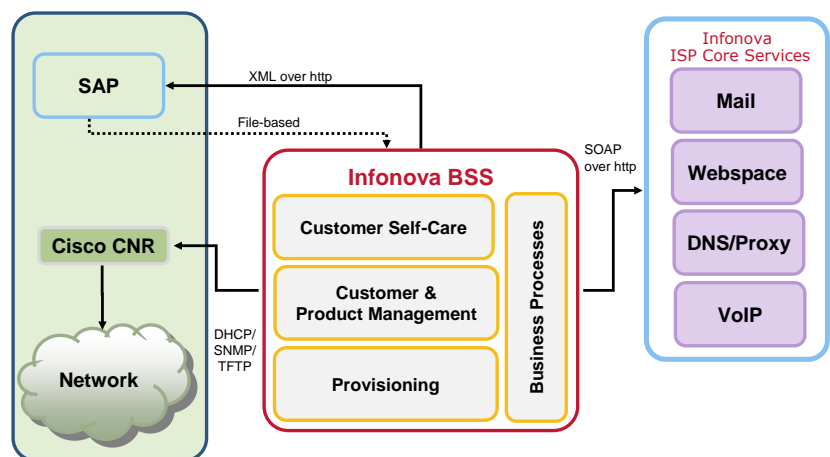
After defining the requirements based on SAG's business processes and eTom principles in accordance with TM Forum standards for NGOSS solutions Infonova specified more than ten interfaces to external systems.

Infonova BSS is now interfacing to SAP to receive and to send user and tariff data. Additionally SOAP interfaces are realized to provision mailboxes and webspaces as well as sending and receiving SMS to support the order management process.

A special challenge was the migration of partly inconsistent data into Infonova BSS. Until this point of time SAG had different systems that were not connected to each other, resulting in data inconsistency and discrepancy (other products were provisioned than billed).

### Deployment and Results:

The main values gained with Infonova are consistency over all systems, accurate billing, accelerated order processes, and increased customer satisfaction and loyalty. Due to the flexibility and open architecture of Infonova BSS Salzburg AG is able to launch new products within short time-to-market and a smooth integration of further services like Digital Cable TV or customer self-ordering could be realized. In addition Infonova BSS standardizes processes and interfaces to internal legacy systems which enable SAG to minimize employee trainings, sources of errors and costs.



For a full version of this case study, please visit [www.tmforum.org/casestudies](http://www.tmforum.org/casestudies)