

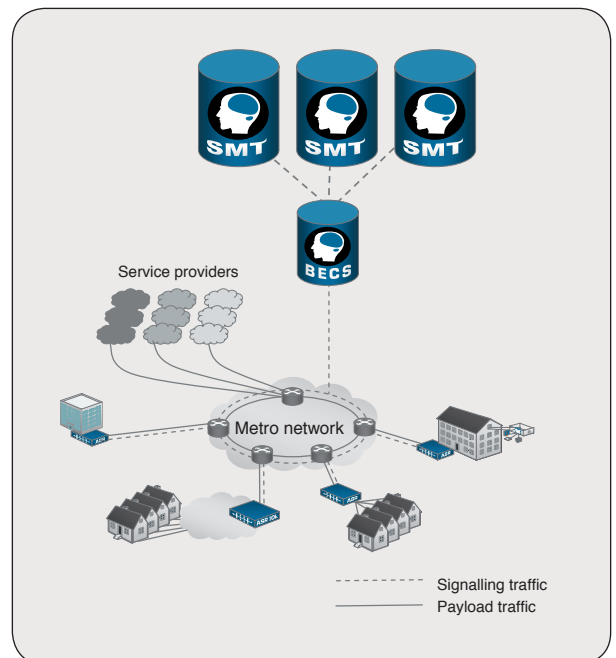
SMT

Subscriber Management Tool

Managing information about end users and their service subscriptions

Key benefits:

- Contains information about end-users, services and clients
- Easy administration of end-user moves, notice of termination periods, etc.
- Report generator for service usage
- Provides necessary interfaces for self provisioning



The SMT provides service providers with tools for managing customer databases and end users' service subscriptions. The picture shows the SMT integrated with BECS in an open-access environment with multiple service providers.

The Subscriber Management Tool, SMT, offers end-user management for service providers that supply services on a PacketFront network. The SMT provides and maintains a database containing information about end-users and the services they subscribe to. This includes valuable information regarding services and the relevant clients (IP phone, PC or set-top-box). All of these are key functions in a dynamic broadband network. A PacketFront broadband network offers end-users self provisioning of services. The SMT fully supports the functionality required for self-provisioning in PacketFront's network solution.

The SMT is connected to BECS™, PacketFront's control and provisioning system, through the Mediation Point of BECS

End-user management

The SMT maintains a database that contains end user and client data. End users' names, addresses, billing IDs, network usernames and service subscrip-

tions, as well as clients' MAC addresses, are examples of data available data through the SMT.

End users can register, activate and deactivate their service using the Service Selection Portal, SSP.

The SMT makes it easy to move end users to new addresses on the PacketFront network. Similarly, keeping track of notice periods for end users that are terminating their service subscription or moving outside the PacketFront network is done efficiently. This means that service activation or deactivation can be done in real-time, or scheduled for a given date in the future.

Time-consuming administrative tasks, such as suspending and reinstating end-users (e.g. regarding payment issues), are accomplished quickly. End users who do not make the agreed payments can easily be suspended in the system, with service resumed once the problem is solved.

Logging functionality for high security

PacketFront's automated broadband solution provides extensive end-user activity logging. The SMT has a sophisticated report-generating tool that gives service providers total traceability as to the end-users' IP and MAC addresses, at any time. In addition, the tool provides the end users' positions in the network, and information on service usage, such as activation and deactivation. The SMT contains powerful search functions that enable the use of a wide variety of search criteria to generate reports intended for tracking network abuse or other security-related activities. Logging functionality provides reports that are also useful for billing and similar purposes.

Efficient troubleshooting with the Helpdesk Management Tool

The logging functionality mentioned previously is a key source of information when trouble-

shooting on the network. The extensive information stored in the SMT provides valuable data to the Helpdesk Management Tool, HMT, for faster resolution during troubleshooting. Providing fast resolution while troubleshooting is vital on all networks – especially in triple-play networks in which end users receive most of their communication via the broadband connection. TV, telephony, and Internet service are all brought to end users through this connection, making fast problem resolution a business necessity.

Importing and exporting data for forward processing

SMT offers opportunities for smooth import and export of end users to other customer management systems, such as customer relationship management (CRM) systems. It's easy to import end-users from a service provider's existing CRM system to the SMT, and thus allow service providers to fully capitalize on the value that PacketFront's troubleshooting functionality provides in the SMT and HMT.

Differentiated management access

For internal management, service providers' staff can be assigned to various groups, each of which can be authorized for certain administrative duties. In the SMT, customer support staff, network engineers, and billing and administration staff have various responsibilities. Consequently, they must be able to view and edit various kinds of data.

Technical requirements

Server HW requirements	Sun SPARC V125 1G memory
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