

service manager



Clarity

Clarity Service Manager enables a telecommunications service provider to gain market share by ensuring rapid and reliable convergent service provisioning for products such as leased line, data, fixed mobile, 1800, broadband and IP-based services.

improve service provisioning and market share, reduce costs, increase revenue

Clarity Service Manager offers an intelligent breakdown of what a customer orders and determines the network resources and the capacity needed to provide that service. Clarity Service Manager *streamlines* service provisioning, helping you to reduce costs, increase revenue and improve market share.

It has the flexibility to define, create and modify products and improve time to market.

features & benefits

Convergent Service Management

Service Manager is a single intelligent platform for *convergent service activation* and supports the provisioning of a wide variety of telecommunications products.

Intelligent Service Design

Intelligent Service Designers identify and specify rules for value-added design capabilities such as:

- Shortest path through the network
- Smallest number of equipment nodes to utilize
- Least cost per routing
- Protected paths
- Traffic distribution

Through the application of design rules, Clarity Service Manager enables you to provide complex service in *days rather than weeks*.

Automatic Graphical Representation

Through automatic *graphical displays* of end-to-end provisioned service, users are better able to view the network topology to confirm service designs and detect and correct errors.

Service Decomposition

Clarity Service Manager enables the breakdown of a customer ordered product into network services and *automates implementation* and provisioning.

Flow-through Provisioning

By automatically configuring the equipment, flow-through provisioning reduces service activation time and user error, while *saving money* through its rapid and more accurate implementation.

Optimized Network Use

Auto designs based on preferred routes ensure services are implemented with optimum bandwidth and equipment allocation and ensures investment in network infrastructure is maximized.

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Competitive Edge

To keep valued customers, attract new business, and differentiate your competitive offerings, Clarity Service Manager's unique architecture delivers:

- Direct Web-based customer service activation
- On-Line activation of voice services
- Readily available network, equipment and circuit capacity information relevant to the activation
- The ability to track implementation key performance indicators (KPI's)
- The ability to integrate to other support systems such as billing and customer care via industry standard Application Programming Interfaces (API's)

Embedded Workflow

Embedded Workflow allows a user to define, automate and track the processes used for implementing a service. Clarity offers a library of workflows for a diverse range of products including: Leases, DSL, Voice, IP, IP VPN, ATM and Frame Relay.

Leveraging Provisioning Systems

Users leverage provisioning capability of vendor supplied Network Management and Element Management Systems through the ability to use the capacity of provisioning systems as a component of the end-to-end product process.

leverage the value of integration

Clarity Service Manager integrates with other modules in the Clarity product suite including:



Configuration Manager

To identify and allocate network inventory and capacity. To record infrastructure used by services for capacity and fault management



Spatial Net

To check serviceability and identify the nearest network access point



Alarm Manager

To identify customers and services impacted by alarms and based on SLA's to ensure alarms are resolved



Ticket Manager

To ensure trouble tickets are managed according to the SLA associated with a service



Element Connect

For zero touch activation of the service in the network

technical specifications

Clarity Service Manager uses an Oracle Database (8.1.7 or higher) with Oracle Forms Version 6i. It runs on Intel, Windows 2000 and Sun Microsystems' UNIX platform and the Solaris Operating Environment.

further information

For further information e-mail us at info@clarity.com or visit www.clarity.com