



**Sigma Systems**  
*The Service Management Leader*

# COMMERCIAL VOICE HOSTED SMB SERVICE PACKAGE

*Voice Service Management for Communication  
Service Providers*



## The Challenge

You've decided to launch hosted commercial voice services or are working to scale your business and operational processes. Your operations team may be struggling to keep pace with this new business and plans for continued growth. Sigma Systems' Commercial Voice Hosted SMB Service Package can help you transition to that next step by automating the end to end fulfillment process for complex voice telephony services.

Your operations team needs an OSS service management solution that can be quickly implemented, while cost-effectively scaling to meet future order volume requirements. In response to competition and new market opportunities, one also needs the ability and flexibility to rapidly create or modify service packages and add new call features. A scalable and automated service management solution that eliminates costly and error-prone manual processes is needed to provide competitive and bundled service offerings, reduced order intervals and attractive service margins.

## Sigma's Solution

The Sigma Commercial Voice Hosted SMB Service Package provides a robust OSS service management solution that is pre-integrated to define, provision, and maintain voice services on a broadband IP or TDM-based network. The service package encapsulates the voice services domain expertise and best practices that Sigma has gained from working closely with some of the world's largest communication service providers since 1996.

The Sigma Commercial Voice Hosted SMB Service Package allows the quick optimization and automation of operational processes for voice services. It can rapidly create new bundles of commercial services, including hosted voice service, voice mail, unified messaging, call features and supports fixed-mobile telephony integration. And when it is time to fulfill orders, the underlying Sigma Service Management Platform supports shorter order intervals, dramatic reductions in order fallout, and faster problem resolution. The end result is that your voice service offerings are maximized for customer satisfaction, increased revenue, and reduced operations costs.

The Sigma Commercial Voice Hosted SMB Service Package was recently featured in CED Magazine's "DIP in with SIP" webinar. This webinar provided a look at the emerging commercial VoIP market trends and presented a pre-integrated solution for the delivery of SIP-based commercial VoIP services. Acme Packet, ARRIS, BroadSoft, Camiant, and pureIntegration all teamed up with Sigma Systems to provide a tangible, carrier-grade solution to enable broadband service providers to rapidly deploy commercial VoIP services using a joint hardware and software solution. As a result, this pre-integrated, end-to-end solution is available to broadband service providers today.

## Features

The Sigma Commercial Voice Hosted SMB Service Package supports:

- Rapid service creation via pre-built definitions of commonly deployed hosted commercial voice services, as well as quick modification of existing services and processes
- Service availability checks based on network topology, geography, load balancing or rate
- Pre-built workflow management processes for telephony order fulfillment and service activation
- Open API interfaces for order capture from other customer care and billing systems
- Optional automated e-bonding integration for inter-connect service management (e.g. E911, LNP, CNAM and more)
- Detailed views of service topology, using pre-built definitions and relationship models for provisioning and network maintenance support activities
- Telephony settings such as rate centers, line class, line restrictions, call blocking options, 911 & 611 routing, CPE time zones and many more
- Key call management server vendors supported: Nortel, Siemens, Cisco, Broadsoft and Cedar Point
- Sigma MyOffice Voice Manager™ as company administrator web portal to add/drop employees and assign/manage services
- Sigma SIP Device Manager™ to manage the configuration and assignment of device profiles for SIP-enabled CPE devices

## Benefits

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- Significantly lowered implementation time and costs due to pre-configured services, workflow processes, and integrated technology cartridges
- Accurate provisioning operations due to detailed operational model that relates subscribers to their subscribed services and the underlying capabilities of the service network topology
- Increased revenue opportunities due to quicker response to competition, and new opportunities with service creation and planning capabilities
- Increased customer satisfaction due to quicker activation and fewer error-prone manual processes

## Services & Technologies

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Services with pre-configured support:

- Hosted commercial voice services – TDM and VoIP (NCS or SIP-based)
- Fax, voice mail & unified messaging
- Toll free numbers, incoming and outgoing calling plans, extension dialing, calling cards
- Over 80 calling features (call forwarding, call waiting, do not disturb, calling name display, hunt groups, make set busy etc.)
- Rate Center, LIDB, CNAM, LSR/DA, E911 and LNP support
- Directory listings support

Supported service delivery and network technology vendors:

- Device Provisioning Systems: BigBand, FF BPM, Cisco BAC, Sigma DPM
- Voice Mail: IP Unity-Glenayre, Openwave, Comverse, mPathix, Primal, Dylogic
- Call Management Servers: Nortel, Siemens, Cisco, CedarPoint, Broadsoft
- Multimedia (IMS) Application Servers – Nortel
- Inter-Connection Gateways: Level 3, Sprint, Allstream

## About Sigma Systems

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Sigma Systems is the proven global leader in subscriber policy management and fulfillment solutions. These solutions enable Communications Service Providers' (CSPs) to deliver an infinite number of subscribed and on-demand services and applications at the speed of life. The company's award winning software solutions include products for the fulfillment of triple play, quad play and all play services.

Sigma is pioneering the evolution to "applications enablement" where value-added services can be quickly brought "on-board" and CSPs can "monetize" their network. Enablement includes service orchestration – where subscriber policy management, authorization and entitlement processes, and business rules are managed and openly available for real-time service delivery.

Sigma's heritage includes over 11 years of proven solution delivery experience in multi-service, multi-technology operating environments. Today, Sigma manages 50 deployments for communications service providers with a combined total of over 30 million subscribers worldwide.

For more information, please visit [www.sigma-systems.com](http://www.sigma-systems.com).