incognito ®

SOLUTION: SERVICE ACTIVATION CENTER AUDIT LOGS

CENTRALIZE AUDITING TO DECREASE SERVICE ACTIVATION RISKS

HOLISTIC SERVICE ACTIVATION INSIGHT AND SIMPLIFIED AUDIT LOG RETRIEVAL

SOLUTION BENEFITS:

1
Reduce the risk of service activation errors

2
Improve error resolution with fast audit log retrieval

3
Scale operations to satisfy future needs

4
Track administrative actions

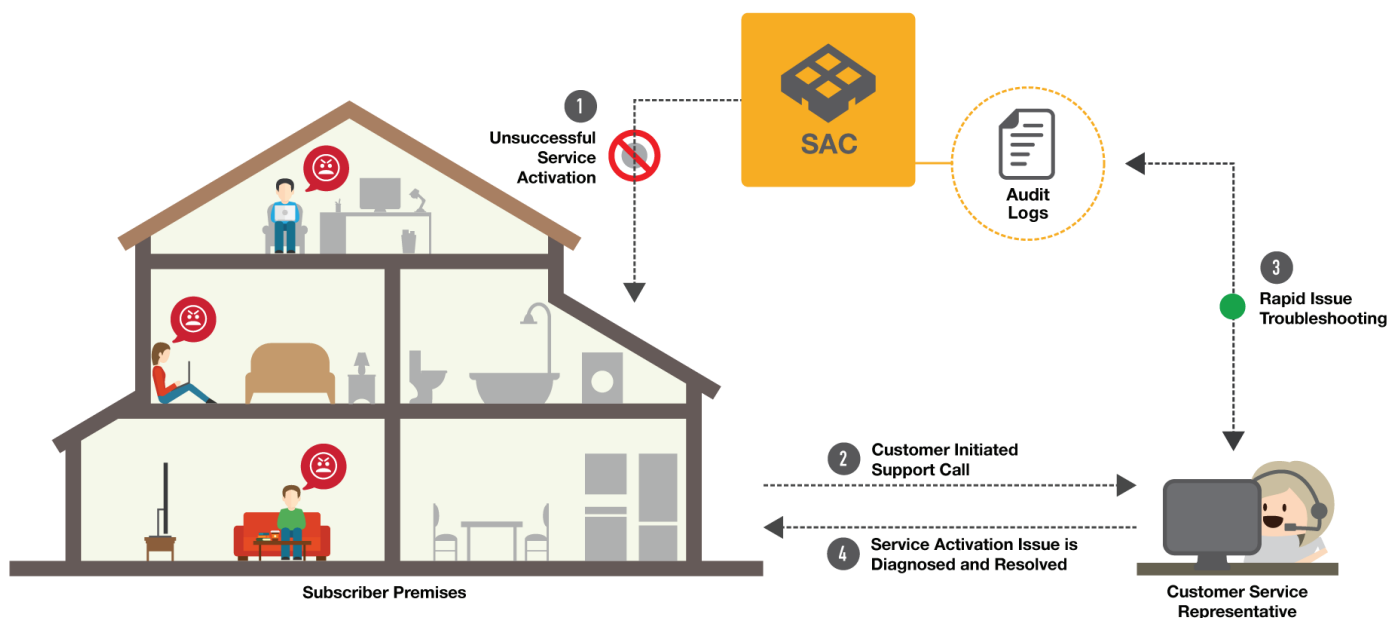# INSUFFICIENT VISIBILITY INCREASES SERVICE ACTIVATION CHALLENGES

Figure 1: Easily diagnose and resolve service activation errors with Incognito Service Activation Center's centralized audit logs

As the number of customers increase and the amount of available services grows, one of the most common challenges facing operators today is how to obtain holistic vision over service activation processes. Without proper visibility into service activation logs to audit for success and failures, operators risk leaving service misconfigurations and activation issues unresolved, increasing subscriber churn rates, and potentially damaging their reputation.

In addition, siloed network applications often decrease the speed at which service activation issues can be resolved. When customer service representatives (CSRs) are forced to search through multiple databases in order to discover and diagnose an activation issue, the subscribers who are awaiting resolution may become irritated.

There are a number of service activation problem scenarios that operators deal with on a daily basis:

- A service is activated when it should not have been
- A service is activated incorrectly, e.g. with incorrect Internet speeds
- Service activation failed, meaning the subscriber's services were not turned on
- There is no administrative tracking when changes to subscriber services are made
- Operations must search numerous logs from multiple systems to find the source of an activation issue

To satisfy service activation needs for now and into the future, it is essential that audit information can be retrieved in a fast and cost-effective way. An automated, centralized service activation solution with audit capabilities is required.

REDUCE SERVICE ACTIVATION ERRORS AND IMPROVE ISSUE RESOLUTION SPEED

Improve visibility over end-to-end service activation processes and reduce the complexity of retrieving audit information when dealing with service activation issues. Incognito Service Activation Center offers operators a centralized solution for logging, tracking, and retrieving audit information during and beyond the service activation process.

Service Activation Center is a fully automated solution that not only facilitates service activation transactions between an operator's B/OSS, but additionally offers complete visibility into processes to help avoid service activation misconfigurations and errors. Operators can reduce the complexity involved in logging incoming and outgoing service requests to third-party systems, including:

- The source IP of the request(s)
- The user that initiated the request(s)
- The interface, e.g. GUI or API
- The request action, e.g. service activation, upgrade, or downgrade

- The device affected
- The associated account details
- The status of the action, i.e. success or fail
- The error codes and descriptions should an error occur
- Timestamps, i.e. when the request was received and processed
- The raw service requests received and sent for every service request in their raw format, e.g. SOAP, REST, CORBA

With simple and quick access to this information, operators can quickly determine whether the requests exchanged between different systems were correct in terms of content and format. Service Activation Center helps operators easily determine who performed an action, what the action was, when the action occurred, why the action occurred, and where the action came from. This all adds up to more transparency over operational processes and faster resolution of service activation issues and misconfigurations.

SOLUTION HIGHLIGHTS:

Holistic Visibility to Reduce Service Misconfigurations
Fully automated systems aren't foolproof. Ensure your services are being activated accurately and on schedule with Service Activation Center. Gain centralized, holistic visibility into the service activation process, including insight into where network server messages are being sent (e.g. softswitch, element management system (EMS), conditional access system, or email server), and what changes have occurred during the activation and operation of subscriber services.

Scale with Customer Growth
Grow your network's capabilities alongside your customer base with holistic visibility into service activation processes and an improved method to audit service issues. Service Activation Center scales with your network requirements as you add new services, gain new subscribers, or make changes to key network systems.

Increased Visibility Over Administrative Changes
Track which changes took place and which internal asset made the changes. Service Activation Center logs administrative records whenever services are activated or updated. This helps operators quickly find out who logged an order and what changes were made to it.

Improved Error Resolution Speeds
Quickly diagnose service activation issues from a centralized solution. Service Activation Center's comprehensive auditing capabilities offer operators easy access to numerous audit information, including error codes and affected devices. Operators can more easily discover the source of service activation issues and resolve those issues without having to scan through multiple logs and various systems. This hastens time-to-resolution when dealing with customer activation issues to improve customer experiences.

THE INCOGNITO PHILOSOPHY

Broadband service providers worldwide use Incognito products to solve their device provisioning, network intelligence, resource management and service activation challenges. In addition to helping you increase operational efficiency and monetize IP-based services, Incognito also delivers:

Flexible Modular Solutions.

Get software solutions that fit your needs, not the other way around. Our extensive toolkits and experienced integration experts ensure that you can easily integrate any Incognito solution into your existing systems.

Customer-Centric Approach.

Be heard. We listen to and take your suggestions seriously. That's why 80% of new product features are a direct result of customer feedback.

Support Services.

We're committed to your success. Our experienced professional services team can design custom solutions to suit your needs, while our support team is available 24/7 to answer your questions.