

The Aggregator of Open Access Networks

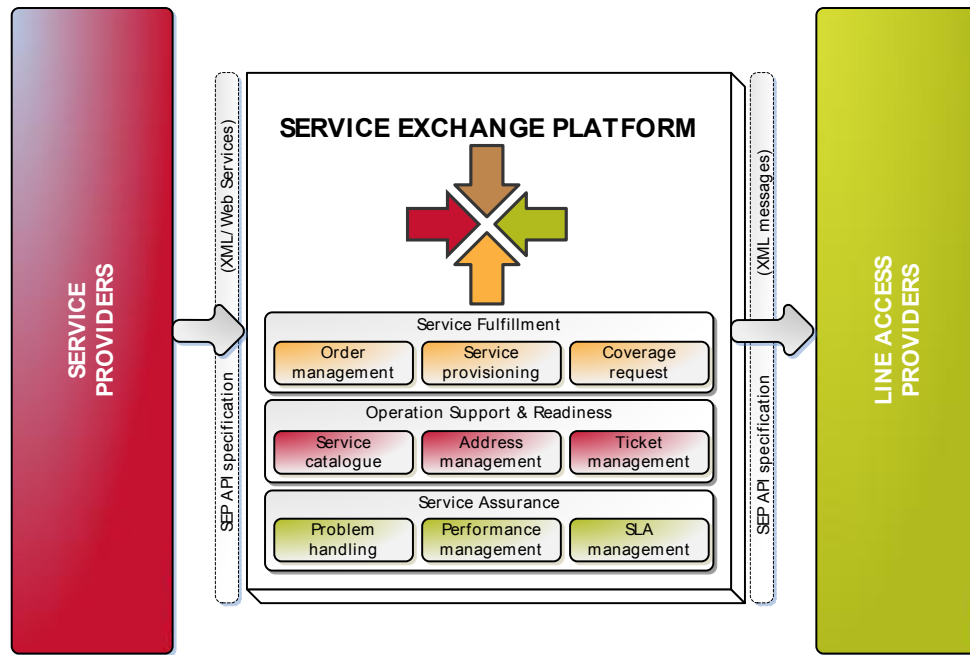


Figure 1. The Service Exchange Platform (SEP) Product Overview

Background

An open access market with several open access networks (OANs) and service providers (SPs) can easily become a complex and inefficient environment. Lack of standardization on how different actors shall cooperate on the market and insufficient automation of business processes between the actors also contributes to the complexity.

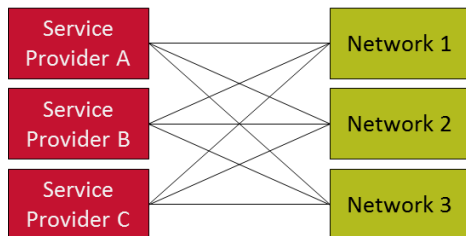


Figure 2. A complex Open Access Market

A common scenario is that every Service Provider has to create a unique integration to each and every access network and their respective support systems in order to operate in the market. This situation results in large oper-

ational expenses and a risk of low quality regarding service fulfillment and assurance processes.

A solution on the described issues is a central and standardized platform, the Service Exchange Platform (SEP).

Solution

The figure below shows the SEP and the different actors:

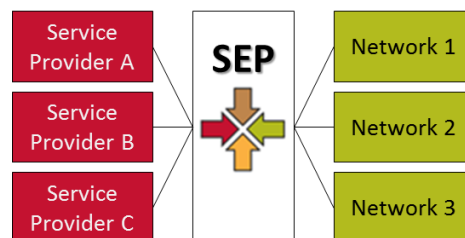


Figure 3. An efficient Open Access Market

The **Service Exchange Platform** provides a single interface for a service provider to manage its services and subscribers in multiple external access networks.

Service Exchange Platform

Version B, 2011-10-17, Netadmin Systems

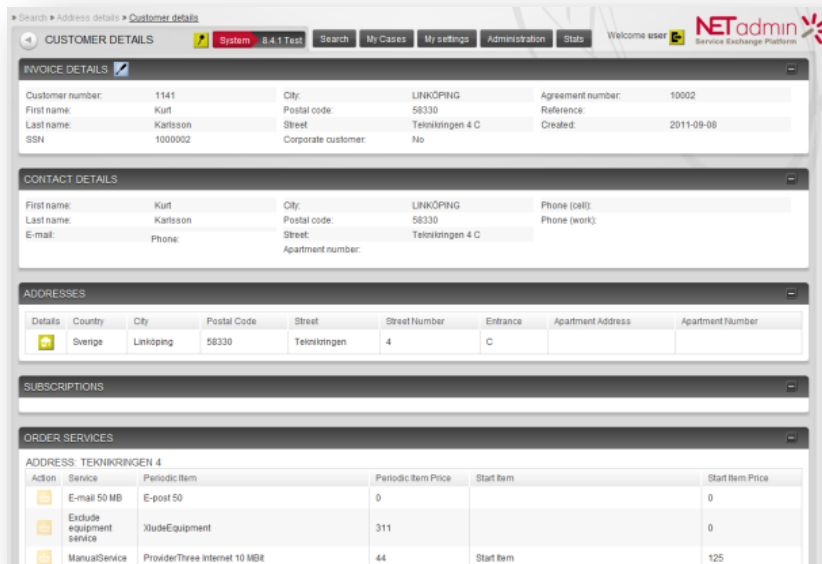


Figure 4. Customer overview

This enables efficient service delivery even in smaller local networks and thus increase market reach for the SP. The platform may also be used to create a marketplace for network services, e.g. Ethernet Active Line Access (Ethernet ALA) services in FTTx networks.

The main benefits of the SEP for all actors are:

- ✓ **Simplified processes by standardization**
 - The SEP simplifies the business process between all parties in a service life-cycle perspective
- ✓ **Creates business by increasing market reach**
 - New business opportunities for all-size networks and service providers are created by the SEP
- ✓ **Open solution**
 - SEP is open for all Service Providers, Network Owners and Support Systems
- ✓ **Cost reduction**
 - CapEx and OpEx costs for integrations by Service Providers to network support systems are cut to a minimum

This new product will play a key role in achieving a retail separation model and open access market for cost effective interaction between networks and service providers. The product will also provide rapid service deliverance and first class support to the end customers.

Functionality

The Service Exchange Platform offers functionality for the complete service life-cycle management process.

This is the functionality in SEP mapped to telecommunication operational processes:

- **Service fulfillment**
 - Order management
 - Service provisioning
 - Coverage request
- **Operations support & readiness**
 - Central service catalog
 - Address management
 - Ticket management
- **Service assurance**
 - Problem handling



- Performance management
- SLA management

Also included is functionality for administration and reporting.

Use cases

A typical use case is defined by these steps:

1. A Service Provider queries the SEP for an Address.
2. A network support system connected to the SEP responds that it knows the address, and which services from requesting SP that can be activated.
3. The SP tells the SEP to activate a service on the address.
4. The transaction is logged in the SEP and the network support system is told to activate the service.
5. The network support system activates the service in the network.

Implementation

The Service Exchange Platform is either managed by a local partner or a Service Provider in each market.

The local partner or Service Provider is responsible for the administration, operation and IT infrastructure of the platform. The partner is also responsible for the introduction process of new Service Providers and Access Networks according to a standardized process.

Network Owner perspective

The Network Owner can either implement a SEP-compliant API towards their internal systems for addresses, customers, provisioning, monitoring and troubleshooting, or join a SEP-connected hosted OSS/BSS system. The southbound SEP API specification is open and freely available.

Service Provider perspective

The Service Provider has two options when working with SEP – either via a Graphical User Interface or via an XML-based API. The northbound SEP API specification is open and freely available.