



HP Next Generation Operations  
Support System Solutions  
Software product family brief

Technology for better business outcomes

# HP Next Generation Operations Support System Solutions overview

Convergence throughout the communications, media and entertainment industry is creating considerable challenges for operators striving to quickly develop and deploy new and engaging rich multimedia services that complement today's more dynamic lifestyles. Unfortunately, the ability to fully exploit these exciting opportunities is being hindered by the operations support systems (OSS) many operators currently have in place.

Meeting these challenges has been the central aim for HP Next Generation Operations Support System (NGOSS) Solutions. HP has a process-driven approach with a lifecycle perspective to surmount these issues. The uniquely comprehensive HP offering combines best-in-class solutions, services and products from our communications, media and entertainment (CME) and IT catalogs. The entire HP NGOSS Solutions portfolio is driven by industry standards such as OSS/J, Enhanced Telecommunications Operations Map (eTOM) and IT

Infrastructure Library (ITIL), and draws upon deep consulting and integration services expertise based on decades of best practices learned from complex deployments worldwide.

A standards-based, integrated application suite is the foundation for driving a more comprehensive, cost-effective OSS; HP NGOSS Solutions enable true service-oriented architecture (SOA) OSS. This can both enhance agility and cut total cost of ownership (TCO), including potentially huge gains in operations staff efficiency. Rich fulfillment and assurance functionalities give operators more complete control and manageability over service operations from end-to-end, and deliver the capabilities necessary to meet aggressive service level agreements (SLAs) for availability and quality of service (QoS). Implementing HP NGOSS Solutions as the foundation of an OSS transformation promotes cost reduction, increases visibility and control, and improves responsiveness to market shifts.

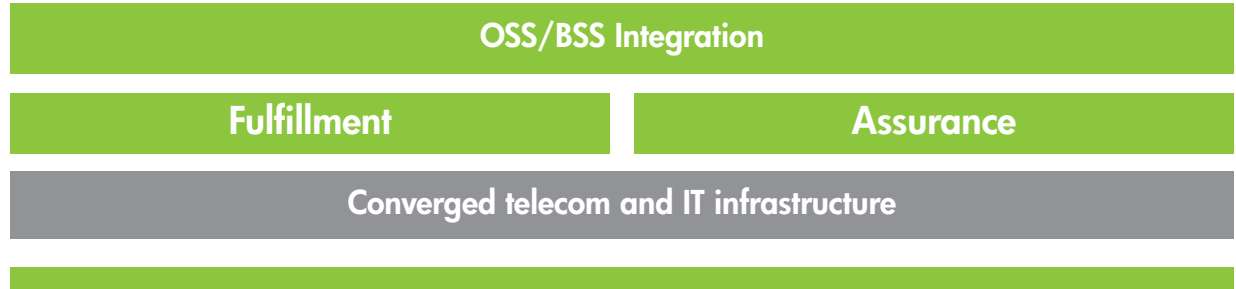
HP NGOSS Solutions leverage the full breadth of HP Software, along with offerings from solution partners, to deliver a robust set of carrier-class, commercial-off-the-shelf (COTS) applications. For complete details of HP NGOSS Solutions, including consulting and integration services, architecture, packaging and delivery, please see the HP NGOSS solutions brief.

# HP NGOSS Solutions software product portfolio

HP offers the broadest and deepest next-generation OSS portfolio in the industry; it is designed to meet the dynamic needs of the communications, media and entertainment industry.

The HP NGOSS Solutions portfolio is organized into functional domains of OSS/BSS integration, fulfillment and assurance. These solution areas and their key HP offerings are described in the sections that follow. Extensive integration is already available across this portfolio, to help services flow easily from testing into production and monitoring. This pre-integration also reduces the “integration tax” between OSS components in many cases, since component interoperation is maintained by HP as part of the NGOSS Solutions offering.

Figure 1. HP NGOSS Solutions domains



## OSS/BSS integration

Within HP NGOSS Solutions, OSS/BSS integration components allow all OSS components to work together to meet the required functionality.

- HP unified data management provides common resource and service inventory information to the OSS components that require it.
- Due to the variety of Java™, common object request broker architecture (CORBA), and web services integration approaches in current OSS, HP provides technology-independent integration modules that support each of these as well as others.
- HP offers SOA governance and management applications to manage the OSS integration infrastructure also.

## OSS/BSS integration

|  |   |  |
|--|---|--|
| <b>Unified data management</b>             | HP Universal CMDB software  | This unified, federated store of the cross-functional OSS/BSS information encompasses network inventory, service inventories and product catalog.              |
|  | Inventory (partner products including strategic partner NetCracker) | A single database of record for all network and IT asset information including telecommunications equipment, circuits, servers, applications, and IP addresses |
| <b>SOA communication and orchestration</b> | HP OSS/J Adapters   | These adapters provide high-level business interfaces to business processes and adapt them to the native APIs of applications.                                 |
|  | HP SOA Center   | Delivers a complete SOA registry/repository and set of SOA governance applications   |

## Fulfillment

The sooner customers can use their services, the sooner revenue begins to flow. That's why HP NGOSS Solutions make the process of service fulfillment faster and easier than ever before. HP fulfillment capabilities address the entire fulfillment process as defined by TeleManagement Forum (TMF) eTOM framework.

### Fulfillment

|  |  |   |
|--|--|---|
| <b>Order management</b>                    | HP Service Activator                                       | Workflow-based architecture streamlines and automates the complete service order management process.  |
|  | Partner products (including strategic partner ConceptWave) | This metadata-driven order automation software supports total order lifecycle management.   |
| <b>Provisioning and engineering</b>        | HP Service Activator and partners                          | Depending on the network type, HP provides relevant partner software or HP Service Activator to meet provisioning and engineering requirements.   |
| <b>Service activation</b>                  | HP Service Activator                                       | Service activation enabled by adaptable workflows, a service and network inventory, an extensive catalog of network plug-ins, and management and monitoring tools                         |
| <b>Change and configuration management</b> | HP Data Center Automation Center (DCAC)                    | Enables automation of the infrastructure, including servers, IP network devices and other assets  |
|  | HP DCAC – HP Operations Orchestration software             | Innovative run-book automation platform that enables automation of triage, troubleshooting and repair of incidents and alerts   |
|  | HP DCAC – HP Network Automation software                   | Using process-powered automation, this product tracks, regulates and automates configuration and software changes across globally distributed, multi-vendor networks.                     |
|  | HP DCAC – HP Server Automation software                    | Delivers comprehensive lifecycle management for enterprise servers and applications   |
|  | HP Service Manager software                                | This fully integrated IT service desk suite uses ITIL-based best practices and a highly scalable SOA; it manages the change process as part of the problem and incident management cycle. |

## Assurance

In the competitive marketplace, agility counts, and communications services must be delivered within defined levels of service quality and performance. This requires that the infrastructure supporting the services is functioning properly and efficiently. HP NGOSS Solutions offers a comprehensive integrated portfolio of

assurance solutions and services that can help operators to meet and verify service level agreements while providing deep insight into precisely how the services infrastructure is performing. Together, these integrated products provide an end-to-end view of the service and network infrastructure covering IP, IT and telecom infrastructure and services that span these domains.

### Assurance

|  |  |   |
|--|--|---|
| <b>Incident and problem management</b> | HP Service Manager software                      | An integrated IT service desk suite utilizing ITIL-based best practices that also fulfils the eTOM problem management function  |
| <b>Service quality management</b>      | HP CME Service Quality Management solution (SQM) | Provides full, end-to-end visibility on service levels and compliance, reports on service status, and calculates key quality indicators (KQIs)  |
|  | HP Business Availability Center (BAC)            | Enables IT business services and applications to be monitored—included in the HP CME SQM solution   |
|  | HP BAC – HP Business Process Insight software    | Correlates business health using business metrics with supporting applications and infrastructure to assess the impact of an underlying problem in business terms   |
|  | HP BAC – HP Business Process Monitor software    | Executes synthetic transactions to identify availability and performance issues before they reach customers and hurt the business   |
|  | HP BAC – HP End User Management software         | Provides real-time visibility into users' quality of experience by using active business process emulation and real-user monitoring   |
|  | HP BAC – HP Problem Isolation software           | Establishes a single point of access for information about performance issues from multiple systems to identify, correlate and present configuration items and changes that may cause application problems  |
| <b>Consolidated operations</b>         | HP TeMIP   | Automates and prioritizes key operations tasks by consolidating network information into an integrated OSS to unify and integrate multiple management domains across wireless, wireline, IP and IT environments. To act as a single manager of managers, HP TeMIP integrates broadly with the HP portfolio as well as key partner products. |
| <b>Fault management</b>                | HP TeMIP   | Eases service complexity with capabilities that include alarm handling, root-cause analysis, task automation, fault statistics and service impact management  |
|  | HP Operations Center (OC)                        | Monitors and reports on the health and performance of the heterogeneous IT infrastructure by collecting and correlating information from across the organization and service infrastructure   |
|  | HP OC – HP Operations Manager software           | Helps improve efficiency of IT operations by automating event and availability monitoring and management processes.<br><br>Provides a consolidated view into the health of IT infrastructure and its impacts on service   |

## Assurance (continued)

|                                     |   |  |
|-------------------------------------|---|--|
| <b>Fault management (continued)</b> | HP Network Management Center (NMC)              | Automated network management tools address the complete resource lifecycle for IP networks.  |
|                                     | HP NMC – HP Network Node Manager software       | Automates development of an accurate topology of the physical IP network, virtual network services and the complex relationships between them, and then uses that topology for intelligent root-cause analysis |
|                                     | HP NMC – HP Route Analytics Management software | Provides real-time visibility into the dynamic routing operation of the network to enable fast identification and resolution of network problems   |
| <b>Performance management</b>       | HP NMC – Performance Insight software           | Implements performance management and feeds into HP service level management solutions by monitoring and reporting on the systems, networks and applications that make up a service                            |
|                                     | HP SOA Center – SOA Manager software            | Provides SOA-centric run-time management capabilities such as performance management, problem isolation and SOA policy enforcement   |

## Benefits of HP NGOSS Solutions and services

With convergence triggering more intense competitive pressures on network, human and financial resources, operators must find ways to increase efficiency and productivity while reducing total cost of ownership. Engaging new services must be launched quickly and reliably and they must offer user experiences that are consistently positive in order to increase the lifetime value of the customer.

HP NGOSS Solutions have been designed to solve these business challenges in a manner that provides both immediate answers and long-term solution value. The HP NGOSS Solutions portfolio includes products and services that help to reduce the costs and service bottlenecks inherent in traditional siloed OSS infrastructures that use disparate, manual systems for activation, billing and usage. HP NGOSS Solutions modernize the OSS, delivering a unified services infrastructure, including all supporting services. Only HP can provide a single source for integrated NGOSS Solutions spanning assurance and fulfillment, across IT and telecom, with seamless accountability that lowers the risks of OSS transformation.

## HP Services

Every HP solution leverages proven global experience that spans people, processes and technology. HP Services consultants understand the communications, media and entertainment marketplace, and can help companies get the most from their business technology investments. HP Services can help in these critical areas:

- **Solution consulting services**—HP offers a comprehensive portfolio of consulting services and systems integration capabilities to enable the transformation of communications, media and entertainment business operations.
- **Application modernization services**—HP offers a full range of current and future business need assessments, strategic and technological roadmaps for change, infrastructure transition services and monitoring services for the evolved application environments.
- **Mission-critical support**—Onsite consulting and technical support is available at a range of service levels, including Operational IT Service Management (ITSM) to help benchmark processes.
- **Outsourcing services**—HP offers a comprehensive portfolio of innovative and scalable sourcing options, so company personnel can focus time and resources on their core business.
- **Security services**—HP has developed a detailed methodology for evolution of the technology environment with enhanced security features. Risk is decreased and both the data and the network are protected.
- **Financial services**—HP Financial Services offers a range of creative and flexible financing options that can remove the final obstacle to network evolution.

Across the globe, enterprise customers rely on HP Services to design, build, integrate and manage the technology that powers their businesses. HP Services capabilities cover consulting and integration, outsourcing, support and education services, all delivered by more than 69,000 services professionals in 170 countries. As the marketplace continues to evolve, HP Services will be there to help communications, media and entertainment companies adapt and compete.

### HP recognized for excellence at 2007 TeleManagement World

The Prosspero TMF Standards Adoption award went to HP, for successfully implementing OSS/J standards in its software products and in its consulting and integration practices. The award recognized HP's effort to help customers move to an OSS environment that supports service management using applications integrated with OSS/J interfaces. One of the initial implementations was Prosspero Trouble Ticketing on HP TeMIP Software, one of the world's leading network management products.

Prosspero is the TMF program to help service providers, integrators and suppliers package and implement successful technical solutions that are based on TMF standards and have verifiable deployments.

Proven worldwide, HP NGOSS Solutions offer communications service providers broad capabilities and outstanding flexibility with lower TCO. HP NGOSS Solutions integrate business and operational support systems (BSS/OSS) to streamline service delivery and management.

HP Solution Consulting Services (SCS), powered by COSMOS, translates business requirements and corporate strategies into agile and customer-centric business processes. The unique COSMOS asset is the cornerstone of a holistic approach to managing the change driven by strategic business priorities.

Experienced HP Services industry experts can design, deliver and integrate NGOSS Solutions to enable a successful deployment as well as provide ongoing support services. HP Services offers a globally proven, low-risk implementation methodology that drives a rapid and safe OSS transformation journey.

With the HP NGOSS Solutions portfolio, people, processes and technology come together to deliver high-value solutions that help deliver the business outcomes service providers want—more satisfied customers, lower costs and easier, more consistent deployment of new services.

## The HP advantage

HP is the OSS partner for making the transition to next-generation operations support system technologies. HP has the unique combination of industry leading solutions, mature deployment methodologies and deeply experienced delivery teams. Also, HP is an active member of the TMF, helping to drive the development and adoption of TMF eTOM standards. HP is equally active in the IT Service Management Forum (ITSMF), having written critical parts of the most recent ITIL

documentation. We bring the best of both to our consulting and product development. That active participation helps to verify that HP solutions are closely aligned with where the industry is going, so investments made today continue to pay off long into the future. HP NGOSS Solutions creatively combines intellectual and human assets to deliver comprehensive, contextually aware solutions.

- 20 years of deep and broad OSS experience
- More than 400 successful customer deployments worldwide
- Ranked #1 for Telecom Service Management<sup>1</sup>
- Backed by a portfolio of more than 300 field-proven best practices
- Based on technologies from HP and solution partners including NetCracker, ConceptWave and other leading innovators
- 69,000 HP Services personnel available in more than 170 countries
- HP global delivery and integration teams enable fast deployment with minimal disruption to existing operations—and the peace of mind that comes with local experts based near you and speaking your language

<sup>1</sup>Source: *OSS Observer Market Share*, February 2007

---

For more information about HP NGOSS, visit [www.hp.com /go/ngoss](http://www.hp.com/go/ngoss)

© Copyright 2008 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein. Java is a U.S. trademark of Sun Microsystems, Inc.

4AA2-0010ENW, May 2008

