



# NCSP

Network Control  
and Service  
Platforms

**Adding value**  
and differentiation



# Agility serving the customer

## Technology serving your business = Flexibility

Technology is nowadays not more than an enabler. However, the right technology means a competitive advantage in a very tough market.

With NSCP portfolio you will be able to find solutions for positioning your business, either B2C or B2B, as an innovative and agile market competitor. And at the same time gaining a valuable asset: flexibility!

### Convergent services, charging & policy management



Bringing convergence into B2B and B2C service offerings, while leveraging agility on offer-2-cash processes

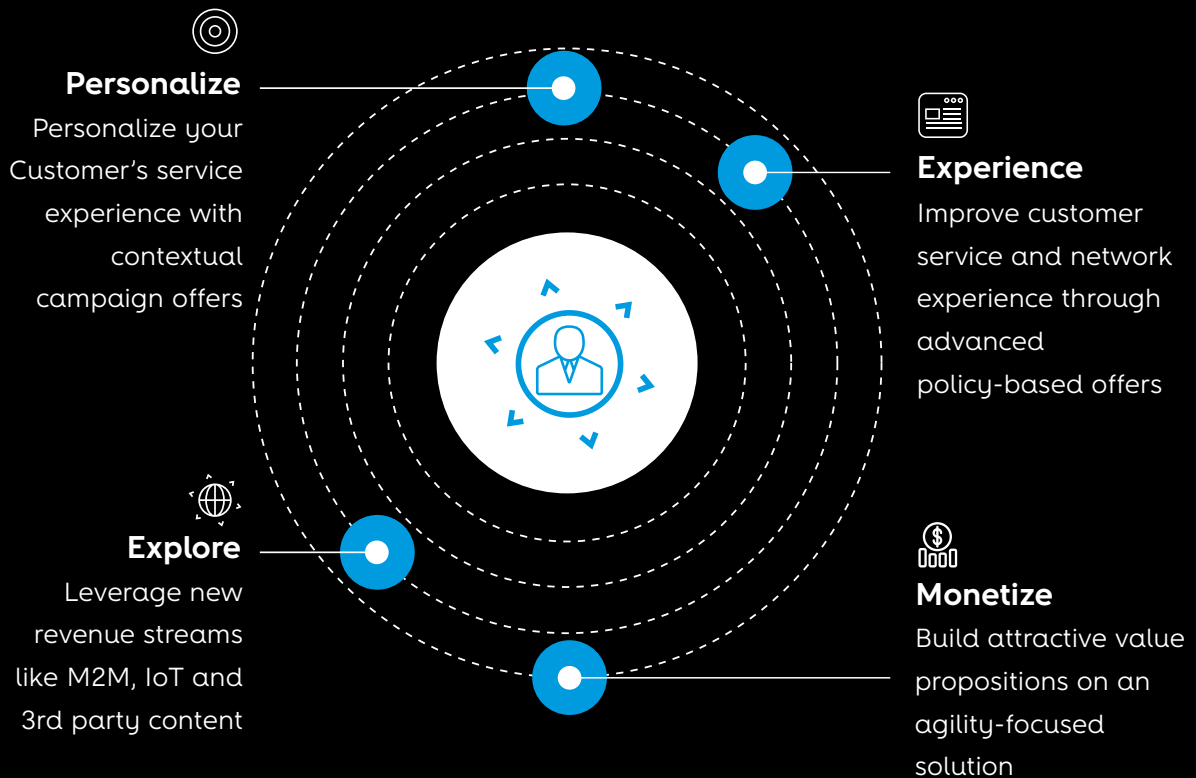
### Campaign & channel management



Personalize your customer experience while distinguishing from the competition

# Strategic vision

Network Control and Service Platforms products offer Service Providers (SP) the ability to leverage their existing opportunities and transform them into revenue streams. Our portfolio provides a customer and business centric approach for a SP to position itself around four key concepts of today's expectations: monetize, personalize, experience and explore.

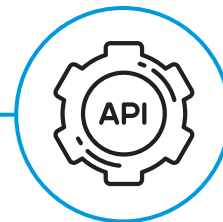


## M2M & IoT



Taking the most out of new revenue streams

## API management



Expanding your reach by managing the digital ecosystem

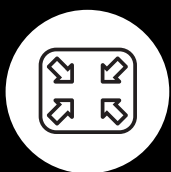


## Key values



### **Agility**

Our portfolio focus on providing the service provider with solutions that allow for a fast service delivery and quick mover positioning. On times where everything is easily replicated, be a fast thinker is not enough: you need to be fast into the market.



### **Convergence**

Nowadays users demand service availability on an ubiquitous sense. With mobility becoming the normal state of mind, services must cope with it. Convergence is the natural approach for our portfolio, and all our solutions keep technology aspects as they should be: transparent.



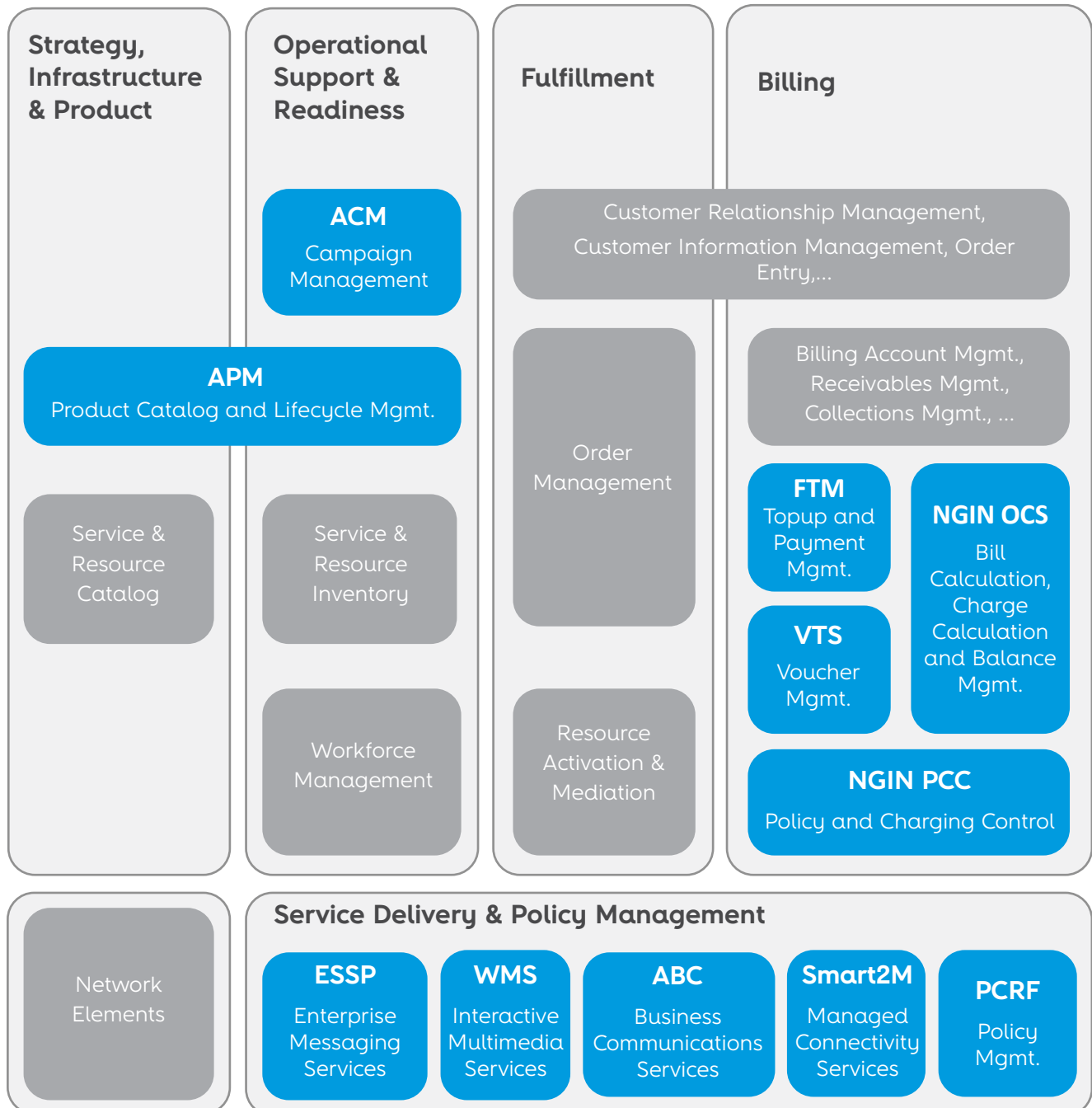
### **Customer Centric**

Whether you are a B2C user or a B2B consumer, being a customer on the challenging communications service world today means being at the center of all attentions. It is also like that on our portfolio: you are at the center, but more than that, you are in command of the solutions we are providing.

# Portfolio footprint

Our portfolio provides a comprehensive coverage on the network control, service platforms and service monetization needs of any communication service provider.

Being driven by industry standards, we make sure interoperability is easily achieved whenever required.



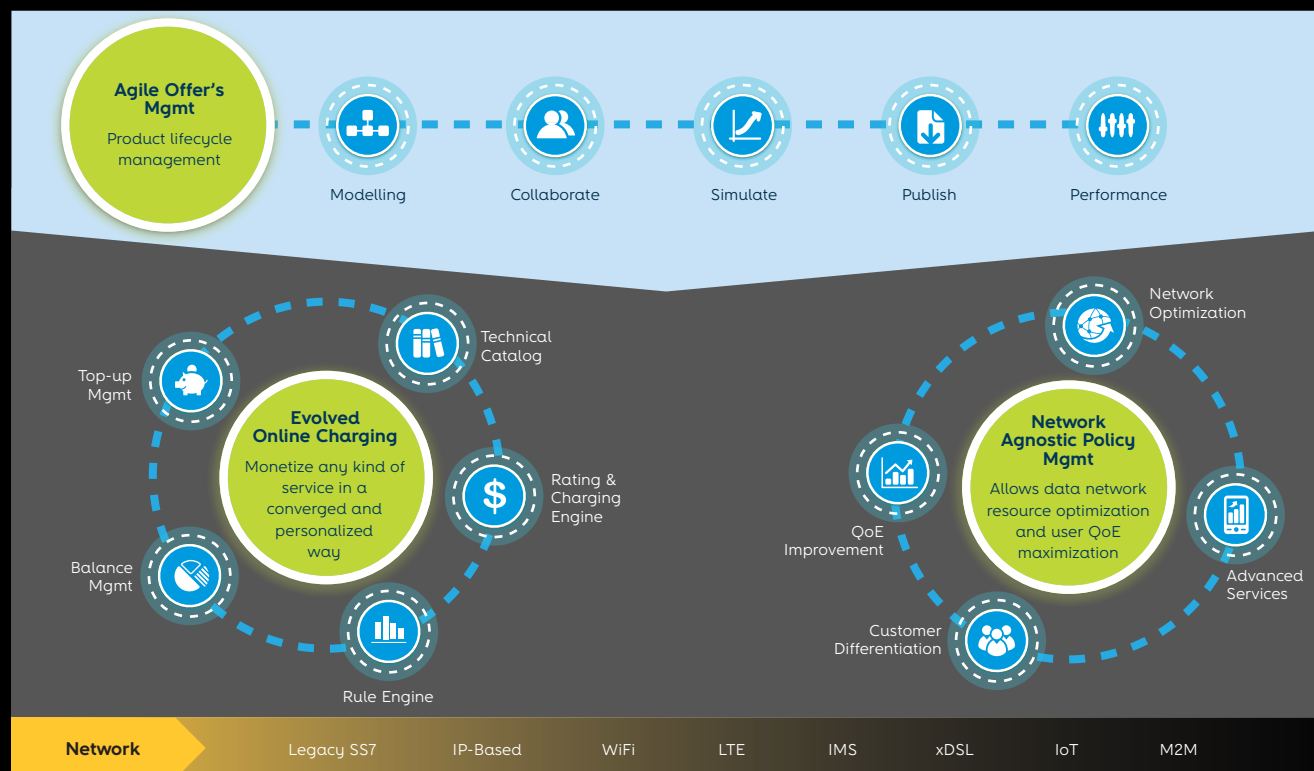




## Charging & policy management

Charging and Policy Management solution belongs to a new generation of network control solutions. By integrating business and resource management on an unified ecosystem allows for the promotion of Data monetization, enables OTT partnerships and supports NGN and IoT scenarios while contribution for an improved QoE.





## Main features

- One single provisioning interface;
- One shared offer life-cycle management;
- Simple configuration tools for ease time-to-market;
- Common user communication channels;
- Access network agnostic;
- Advanced possibilities for data control and monetization.

## Business benefits

- Empowers the operator to offer innovative services that meet customers' needs;
- Acts as a key feature in any diversified offer for the telecommunications market;
- Allows the shaping of bandwidth according to the operator's policy;
- Optimizes internet connections and radio capacities;
- Delivers excellent levels of performance from the data network and reduces the damaging effects of abusive usage;
- Reduces the time-to-market for the deployment of new services;
- Guarantees a first-rate QoE, with increased levels of customer satisfaction;
- Minimizes the risk of fraud and non-payments;
- Covers both fixed and mobile telecommunications technologies.





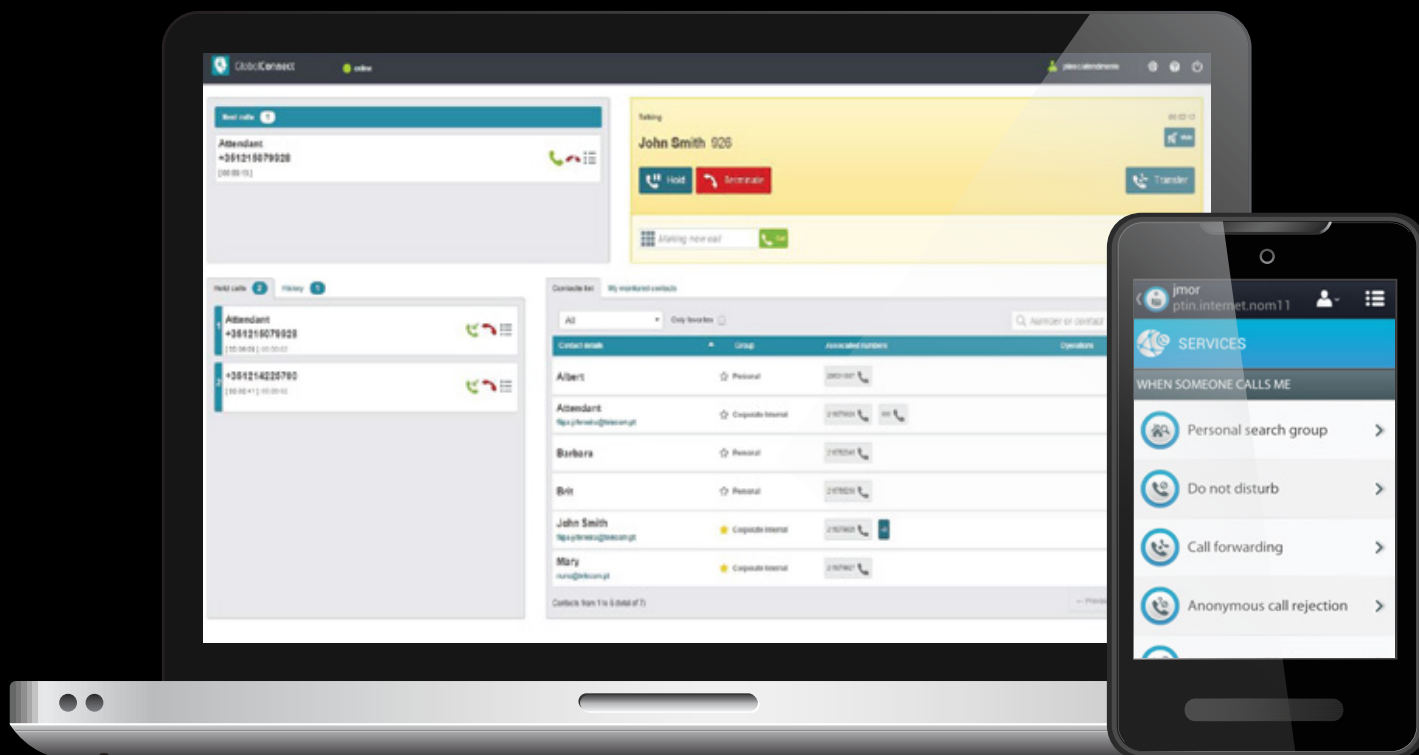
## Convergent services - empowering user autonomy

Advanced Business Communications (ABC) is a hosted business communications solution, running in a cloud based environment. Based on the latest design techniques, a fully customizable portal allows service providers, businesses and subscribers to set up and configure all available ABC features.

Enhanced user experience and reduced operating expenses, using a web-based self-provisioning portal.







## Main features

- Private numbering plan;
- Call completion on busy subscriber;
- Single number reach and outbound calling;
- Music on hold;
- ABC secretary/manager filtering;
- Call recording;
- Virtual fax and speed dial;
- Voice mail integration and hunting group;
- Pre-answer and waiting queue;
- Group/direct call pickup and IVR service;
- Shared virtual fax and virtual user;
- Special numbers and special extension;
- Free numbers and always available numbers;
- Group Call Barring;
- Explicit call transfer (blind/consultative);
- Call forwarding and outgoing/incoming call barring;
- Anonymous calling and SMS barring

## Business benefits

- ABC enables service providers to differentiate their service offering by moving away from costly premise-based equipment to a hosted solution;
- It allows service providers to increase revenues and offer a more cost effective business proposition to the end-users;
- With ABC, fixed and mobile operators are able to provide a full set of IP services such as SIP Trunking and advanced voice communications services;
- Services can also be offered to customers on legacy networks, providing an easy evolution path both to the operator and customers.



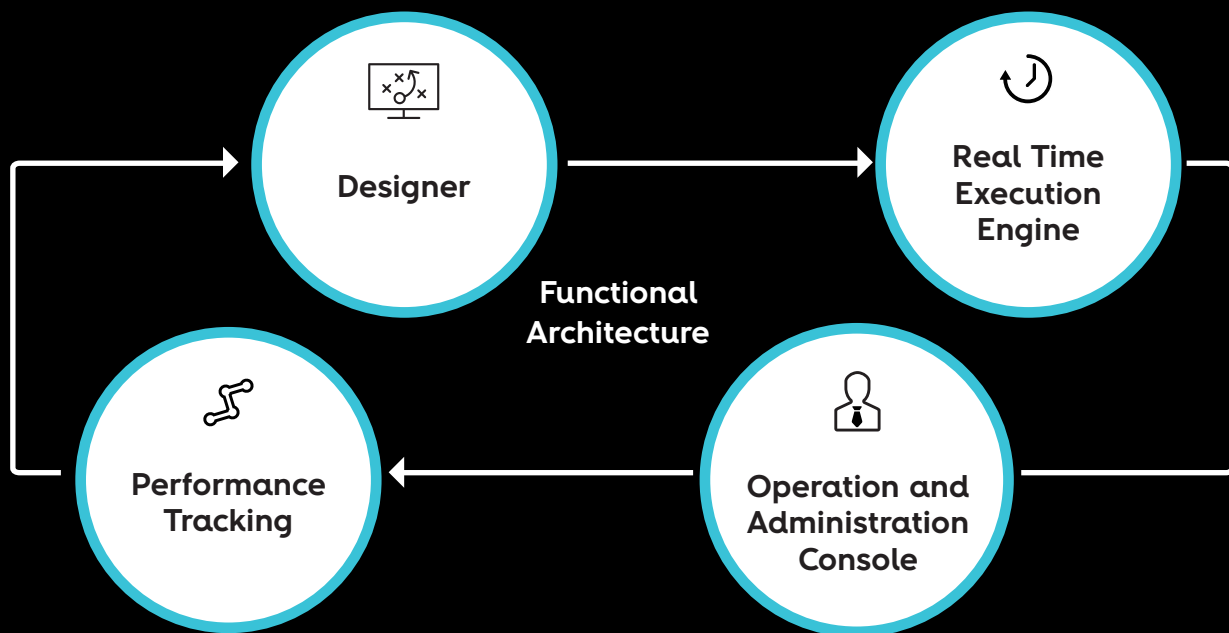
## Active Campaign Manager

A single platform to create, launch and execute inbound and outbound campaigns. ACM allows companies to design and release real-time promotions that impact their customers and contribute to increase business revenue.

ACM is a flexible product, fit for different types of business, including telecommunications, retail and finance.



# ACM architecture



## Main features

- Flexible and friendly definition of segmentation group;
- Flexible and agile in campaign's configuration;
- Business intelligence with analytic capabilities;
- Multiple reward models support;
- Built in customer behavior metrics calculation;
- Managing incentive programs;
- Support metrics and triggers;
- Graphically rich applications.

## Business benefits

- Increase value, revenue and results through campaigns that allow you to maximize objectives and indicators (customer loyalty, churn reduction, behavior shaping, among others);
- Gain a better perception of customer QoE (Quality of Experience), through personalized campaigns;
- Improve partners collaboration and create broader campaigns that promote cross-selling;
- Reduced campaign launch time-to-market, even when launching highly sophisticated campaigns, thanks to a friendly interface that allows the reuse of existing campaigns' settings;
- Decrease OPEX through a fully integrated and centralized infrastructure that supports campaigns, rewards and notifications.





# Smart2M & IoT monetization

Nowadays, M2M is seen as being one of the markets of highest potential and growth. Current estimates indicate that by the year 2020, some hundreds of billion devices will be globally interconnected, setting the field for new innovative services and applications. Managed Connectivity is a basilar service for CSP's to monetize opportunities in the business of connected objects.





## Main features

- Web-based management and operation tools;
- Ability to support multiple MNOs and/or MVNOs over the same software infrastructure;
- Powerful administration framework including Product Management, Customer Subscription Management and Customer Care tools;
- Intuitive, easy-to-use and customizable Self-service Web-based Portal;
- Online management of subscriptions and SIM Cards;
- Monitoring of SIM Card usage, diagnostics and support of testing phase before subscription activation;
- Automation rules through alerts, actions and/or notifications;
- Complementary services & features;
- REST APIs for applications and for integration with IT systems of the End Customers.

## Business benefits

- Shorten Time-To-Market: “One stop shop” vertical solution designed to simplify integration with existing infrastructure, accelerating the delivery of Managed Connectivity services to the Customers;
- New Services & Business models: Innovative platform to answer the needs and requirements of connectivity management in a new era of IoT services;
- CAPEX & OPEX Reduction: Less time and integration complexity enabling lower TCO and opening up new revenue streams.



## Our major customers







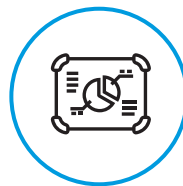
## Our services

We are aware of the fast changing challenges your business faces, so we provide services to help you tackle them smoothly and effectively in a timely fashion. With a vast experience in Service Delivery and BSS business, we provide the best practices in the market to improve your business flexibility .



### Consulting

- Analysis of best practices in business related processes;
- Business flexibility and convergence;
- Improve customer centricity.



### Deployment

- Project management;
- Design, development, integration & test, go-live and roll-out.



### Support and maintenance

- Global and local support;
- 24h/7 helpdesk care service;
- On-site operations assistance experts.



### Training services

- Classroom and e-learning packages;
- On-site “hands on” training.



## About Altice Labs

Delivering key telecommunications technologies since 1950, Altice Labs has been shaping the future of technology, enabling Communications Service Providers and Enterprises to offer advanced and differentiated services to their customers and users.

Altice Labs is an innovation and transformation catalyst supported on a strong and dynamic Innovation Ecosystem. Through technology, we are committed to improve people's lives and the way in which companies do business.



[www.alticelabs.com](http://www.alticelabs.com)