

Comprehensive and integrated approach to voice service management

The management of Alianza's Cloud Voice Platform is simple, intuitive and reduces the total cost of ownership of voice service delivery. Through an extensive tool set, service providers manage their voice business instead of the complexity of the IP Multimedia Subsystem (IMS) and voice over IP (VoIP) technology.

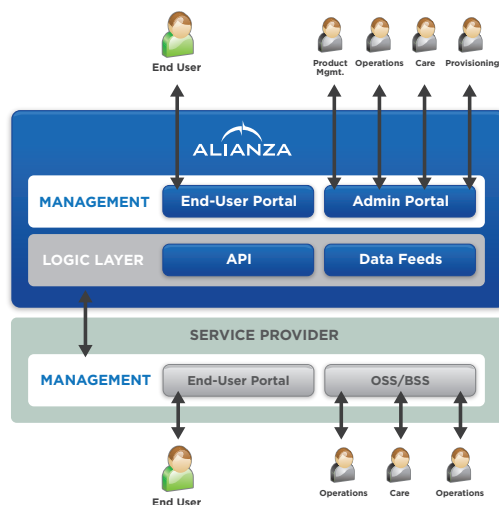
UNIFIED PLATFORM

Alianza provides a single integrated system rather than individual point solutions that need to be managed independently. Through Alianza's horizontal integration of the functional elements, a single management interface is provided to define, manage, provision and troubleshoot voice services. This single view helps reduce operational costs, facilitates scalability and accelerate problem resolution.

Alianza's Logic Layer powers the two management options—web portal and back office integration—as well as the end-user web portal.

The Alianza approach to management supports all the functional roles to define, provision and support voice services.

Creating and changing end-user accounts automatically provisions all components of the Cloud Voice Platform. The Logic Layer enables flow-through provisioning and real-time ordering of carrier services and other integrated back-office or third-party elements.



Management Architecture

Key Features

- Unified management
- Diagnostic and NOC tools
- Flow-through provisioning
- Administrative web portal
- Branded end-user portal
- Extensive REST API
- Customized reporting

Benefits

- Lower operational and support costs
- Rapid problem resolution
- Automate and streamline operations
- Accelerate time to market
- Improved quality of experience

COMPREHENSIVE WEB-BASED MANAGEMENT

The entire platform can all be managed from the web-based Admin Portal. The comprehensive tool set provides functionality for appropriate staff through rights-based management.

Admin Portal leverages the APIs of Alianza’s wholesale carrier partners to integrate carrier services management.

Functionality includes:

- Product management – product definition, pricing and branding
- Account creation, call settings, and end-user management
- Carrier services – LNP, phone number inventory and service activation
- Support, troubleshooting and diagnostic tools
- Device management and provisioning
- Fraud detection and prevention

BACK-OFFICE INTEGRATION

Selected high-touch functionality can be automated and integrated with service providers’ back-office systems using Alianza’s expansive Application Programming Interface (API). This enables scale, reduces error and further reduces operational expenditures.

Using a broad and deep set of web services based on REST APIs, Alianza enables multiple integration points and allows service providers to remove swivel chair and automate business processes.

END-USER PORTAL

Alianza’s Account Management Portal (AMP) is a turnkey and branded web portal for end-users. Driven by Alianza’s Logic Layer and APIs, it extends reporting and feature control to end-users. The extent of functionality provided to subscribers is determined by the service provider.

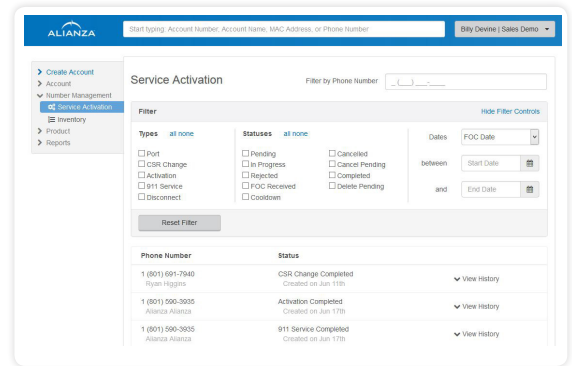
Functionality such as call forwarding, call screening, voicemail settings, emergency service address management, and call reports are provided which reduces operational burden and improves customer satisfaction.

The API and data feeds can also be used to integrate voice service information and control into existing end-user account portals.

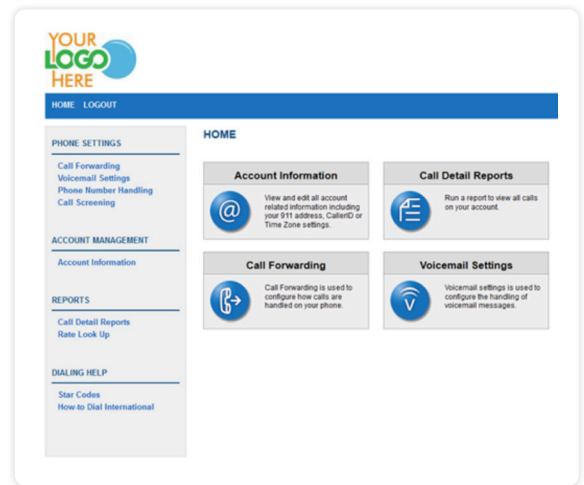
EXTENSIVE REPORTING

Alianza’s Cloud Voice Platform provides numerous standard reports including partition overview, service activation status, call history, telephone number inventory, and detailed account information (e.g., end users, lines, devices, SIP trunks, phone numbers). Custom reports can also be created.

The data feeds are delivered on defined intervals to provide business intelligence, billing information and data for operational planning.



Admin Portal – Comprehensive Management Portal



AMP - Branded End-User Portal