



ONEMS[®]
CPE Management Solutions

Centralized, Unified Platform for Fixed/ Mobile Device and Service Management

- Reduce Time-To-Market for new services
- Remove subscriber self-configuration problems
- Improve subscriber service perception
- Reduce support and operations cost
- Reduce Churn
- Pre-emptive fault-management
- Increase service scalability
- Drive new revenue streams
- Seamless management across equipment vendors
- Integrate broadband, wireless and mobility service management

The OneNetwork Management System (OneMS) is a highly scalable, fully integrated Auto-Provisioning and Management System for Customer Premises Equipment (CPE).

Built on a modular architecture, the OneMS is a Carrier-Class solution for Telecoms and Service Providers, customizable for business today and for the future. Fully automated provisioning and management of digital subscriber services, scalable from thousands to millions of CPEs.

All in one unified, centralized management platform supporting TR-069 and OMA-DM

TR069 - The Service Providers Revolution

OneMS features essential management functions:

- Auto-provisioning
- Maintaining and servicing customer devices
- Backup
- Configuration changes / Service-upgrades
- Firmware roll-outs
- Troubleshooting
- Effectively minimize down-time
- Remote alarms and logs
- Single-point of management for all customer devices
- Bulk reporting on device uptime and traffic usage
- Innovative Pluggable SMM

Telecommunications and service providers globally are all facing the same challenge, how to have cost effective operations and at the same time offer new value added services to increase revenue on both existing and new infrastructure. Next Generation Networks give Service Providers the physical ability to increase their service offering. While hardware vendors worldwide are offering new equipment that will utilize these Next Generation Networks e.g. Broadband, IPTV, Voice over IP and Fixed Mobile Convergence devices. There is also the increase in Fixed Mobile Convergence, which is combining the Fixed and Mobile networks for seamless service continuation. To successfully adopt new concepts and business trends and offer products and services that are much more advanced than just basic broadband, operators must overcome several difficult challenges on the operational side as well as in the customer service.

Works Systems provide a management suite based on the TR-069 standard, also known as an ACS (Auto Configuration Server) that can resolve many of these challenges with confidence. The Works Systems product portfolio offers the following advantages:

Multiple Vendor Devices in Digital Home Deployments

With the realization of triple-play services, the Digital Home has become a breeding ground for an increasingly complex collection of devices from multiple equipment vendors. New digital services are emerging, and each new service requires a new device, that needs to be configured, updated and managed. Works Systems OneMS provides the ability to effectively manage all these devices, from any number of different vendors, while maintaining flexibility and scalability.

The Mass Management Challenge

In recent years the number of worldwide broadband users has seen a huge increase. Combine this with the complexity and variety of devices being used by each customer: TV Set-Top Boxes, VoIP phones, Broadband Gateways and Fixed Mobile Convergent devices. Each device requires its own particular software update and potential bug patching in addition to the new service rollouts. By utilizing the management and provisioning provided by OneMS, mass management can be realized, thereby lifting the hassle of complex device and network configuration from the subscriber.

Seamless integration into existing support operations

The OneMS TR-069 system integrates easily into existing support systems, allowing support staff to offer the highest level of customer support. By utilizing industry standard protocols the implementation and maintenance of the OneMS

platform requires minimal operational resources. This reduces the time technical staff needs to spend on trivial activities, such as large-scale firmware updates and 3rd level support. This immediately frees up resources for development of new revenue generating products and activities. The OneMS system is easily implemented into the operational and business support systems. Without it companies will restrict themselves on future business development and customer satisfaction

Fixed Mobile Convergence

Operators offering both Mobile technology and fixed line technology can with the OneMS system gain a competitive advantage over fixed-only or mobile-only operators. Being able to offer customers a centrally managed and fully automated service offering that combines fixed and mobile devices can achieve this goal.

Time-to-Market devices and services roll out

The speed at which new technology is being made available is continuously increasing. Works Systems has a close cooperation with chipset and device vendors, providing not only a device management platform, but also offering services and software to embed into devices. This assures that the Works Systems OneMS is able to be at the front of new technology, allowing new service offerings and devices to customers faster than ever before. With Works Systems innovative Service Management platform and network service oriented plug-in modules, OneMS drastically reduces the time it takes to roll out new services.



WORKS SYSTEMS

Overcoming the Challenge of Telecom Business

Works Systems understands the challenges in the Telecom Business, from the scale of the operation, the amount of devices, throughout the logistic processes and other workflows. OneMS is a flexible and scalable network management solution (ACS) designed from the ground up for service providers. It enables automation and integration of all business processes: ordering, provisioning, configuration and management of network devices (Access Router, IAD, VoIP Phone, IPTV, Set-Top Box etc).



Future proof business with a modular system

With the OneMS system, the management platform can grow. The basic system will allow easier upgrades to existing services, roll-out new services faster, and adapt the network easily to customers' changing needs. As the scale of the customer base grows and the complexity of the services increase, the support and operational benefits becomes increasingly important, and the solution is the Support Proximity Unit (SPU). With the Works Systems OneMS SPU, service providers can drastically reduce the support load while greatly improving customer service. The SPU gives 1st level support staff an easy to use and intuitive web-based front-end, giving them access to all the relevant information e.g. device type, firmware version, device configuration and line status, all from one central view. The SPU reduces the length of time support staff spends on each support call. It also allows an increased number of support cases that 1st line support can manage, freeing up

resource for more senior technical staff. The OneMS system together with the SPU even allows proactive measures to prevent possible support calls, resolving problems before the customers even knows they are there.

Multi-vendor Device and CPE Support

At Works Systems we are a highly specialized and dedicated team. We are continuously enhancing the OneMS platform making sure that we are always up-to-date with the latest industry standard protocols. From TR-069 and the subset of TR standards to OMA-DM.

With our advanced interoperability program Works Systems ensures that our OneMS platform has full multi-vendor support for all devices and CPEs commonly used in the field. We test and certify devices in our worldwide labs, and participate in industry plugfests and other recognized events to make sure we have the best device support possible.

FEATURES	BENEFITS
Unified, centralized multi-vendor device and CPE management solution. Built on Industry standard protocols.	Manage triple-play and converged fixed/mobile devices in one place. Take advantage of greater flexibility in adding new services.
Auto-provisioning and flow-through process support	Automated, remote customer device configuration and activation. Remotely monitor, diagnose, and troubleshoot device problems.
Modular architecture Multiple interfaces into existing support systems	Customizable solution to fit existing business process flows.
Plug-and-Play extensions for any device type or object model.	Simplify upgrades and adaptations to changing customer needs. Accelerate rollouts and Time-To-Market.
Operational cost reduction by End-to-End business. flow integration.	Provide better customer care, faster, and at a lower cost. Deliver cost effective operations while creating new value added services.
Total device management suite.	Comprehensive one-stop solution.OSS/BSS environment



Scalability and growth

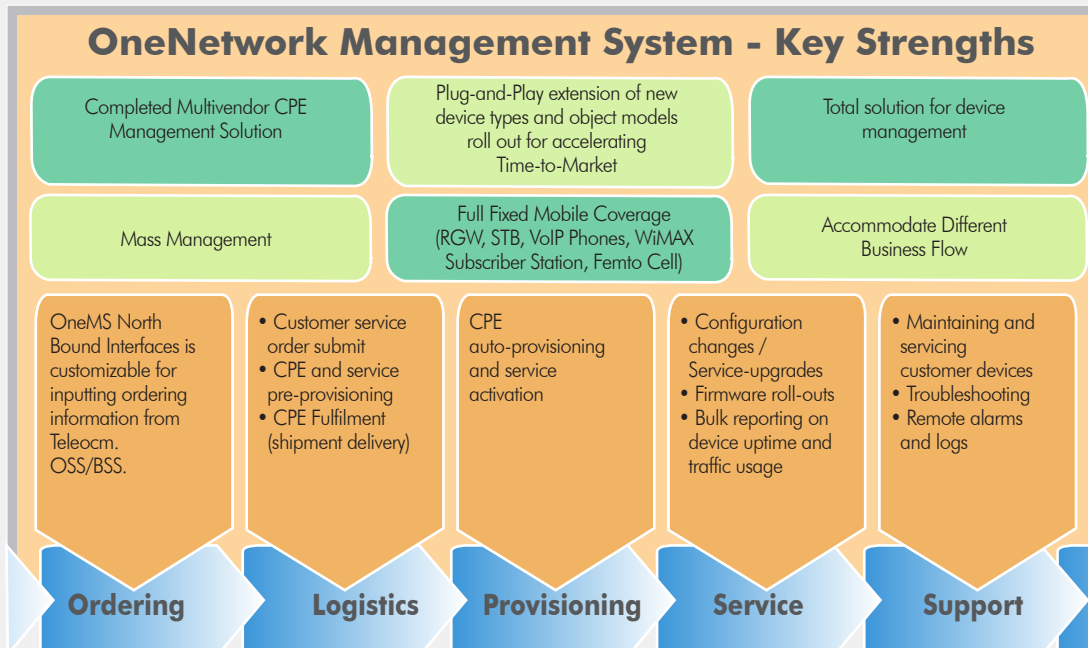
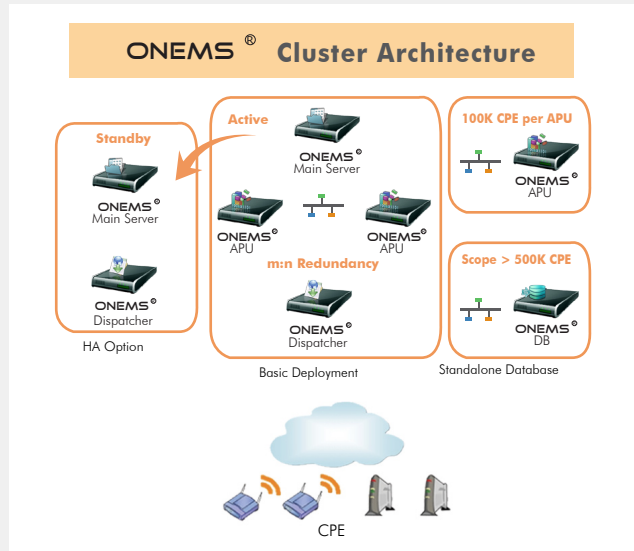
The OneMS software architecture is designed to be scalable and reliable. As business grows, the OneMS can grow with it. Evolving from small-scale single server deployments aimed at meeting the initial demand, to high availability architectures that serve the needs of millions of devices.

Complete TR-069 Solution

From service providers and operators, to the equipment or chipset manufacturers, Works Systems has the entire TR-069 and device management sector covered. With our full product portfolio, Works Systems is a comprehensive one-stop TR-069 and device management solution provider.

Integrated management

The OneMS management platform easily integrates into your existing OSS/BSS system with a range of XML based Northbound interface protocols. OneMS also offers integration with logistic and other business central processes.



The Works Systems

Advantages



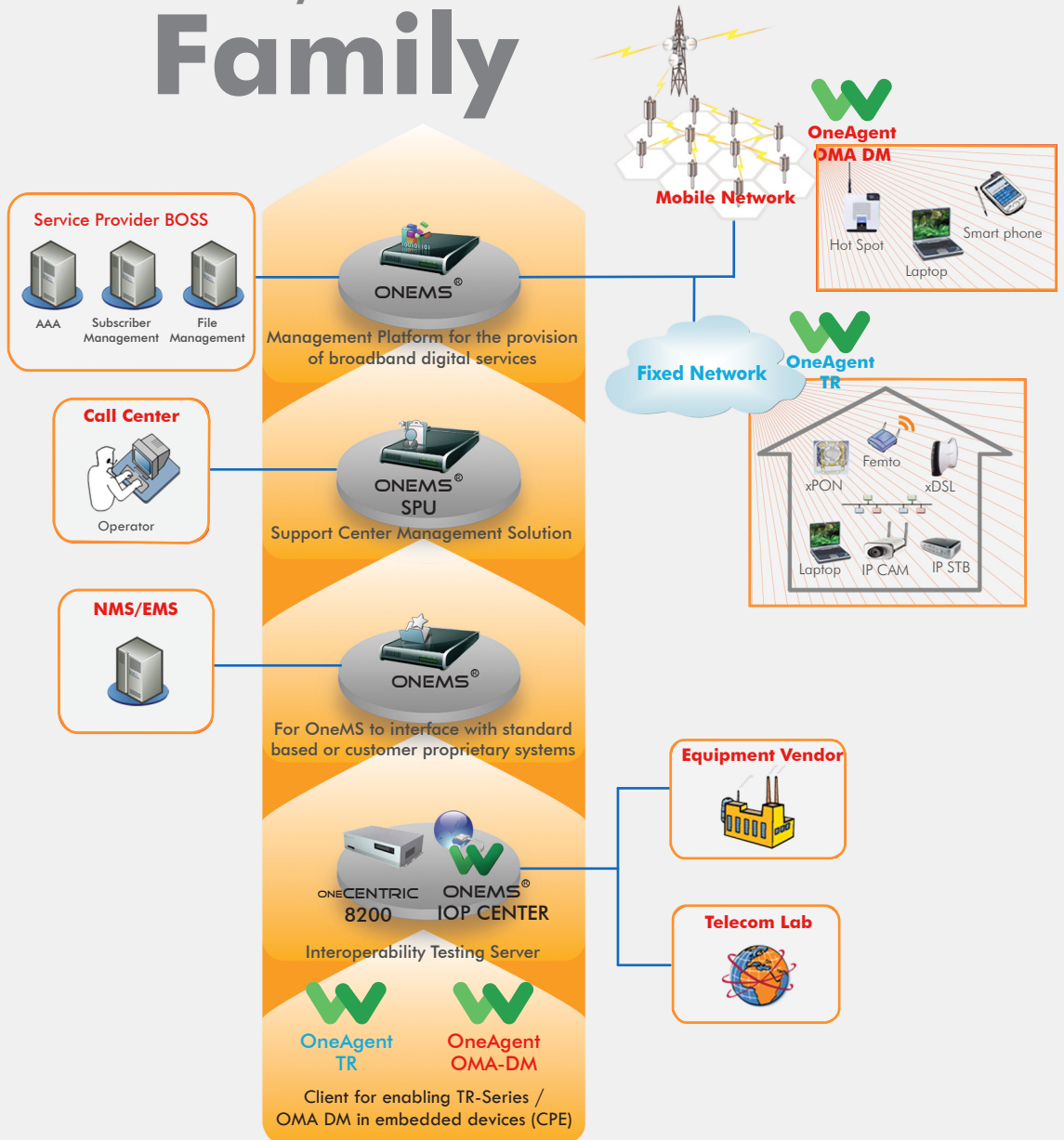
OneMS allows you to successfully deploy innovative telecommunication services by overcoming logistical, operational and financial complexity.

OneMS offers:

- A true multivendor solution, with tested compatibility of CPEs
 - Interoperability testing with worldwide tier-1 CPE vendors.
 - Mass management of CPE
 - Scalable and reliable
 - Flexible solutions from small scale deployments to high availability architectures
 - Better customer service from a single, unified management platform
 - Touch-free CPE activation
 - Remote monitoring, diagnostic, troubleshooting and maintenance
- Plug-and-Play deployment
 - Simplified upgrades
 - Quick configurations to meet changing customer needs
 - Full-featured management system for triple-play and converged fixed-mobile devices
 - Suitable for all business models
 - Virtual ISPs
 - Hosted management
 - Flexible licensing model
 - Customizable to operational needs
 - Total solution for device management
 - Comprehensive full-spectrum product offerings.
 - Offering 'Support Center Management Solution', 'Application Gateway Unit', 'Interoperability Testing Center', 'TR Agent', 'OMA DM Agent'
 - Cluster-compatible for scalability
 - High Availability options



Works Systems Product Family



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