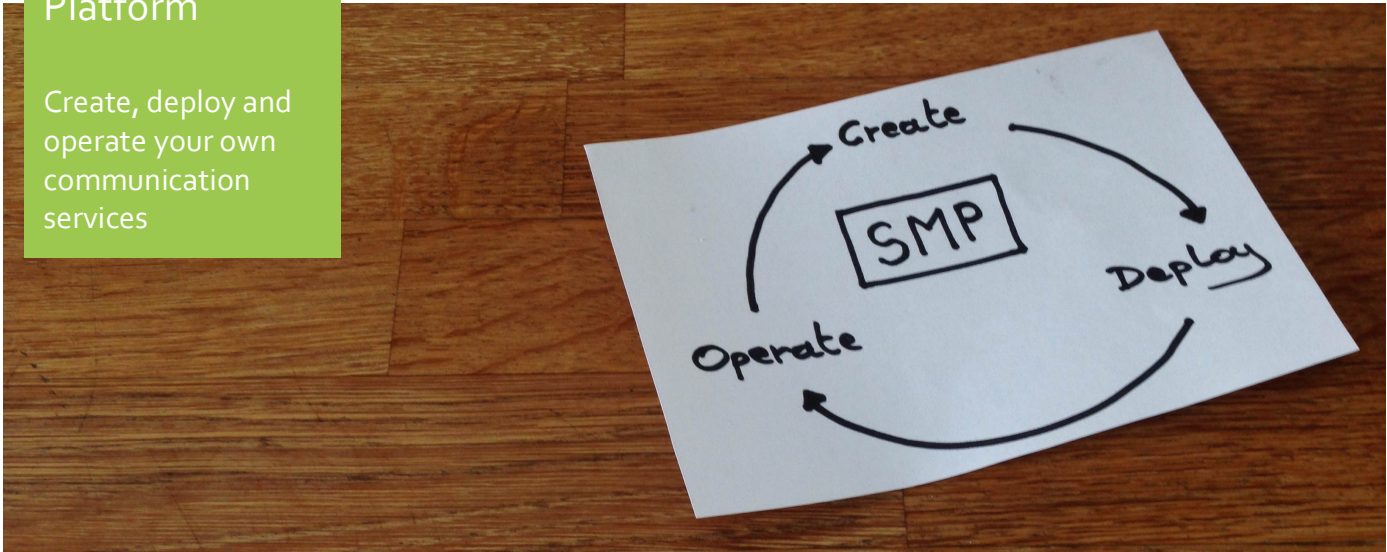


Service Management Platform

Create, deploy and operate your own communication services



Service Management Platform

The ESCAUX Service Management Platform allows fixed, mobile and satellite service providers to create, deploy, operate, backup and monitor a broad range of advanced communication services.

Benefits at a glance

Auto-Provisioning

All service components auto-provisioned through auto-established and securely encrypted management links

360° service approach

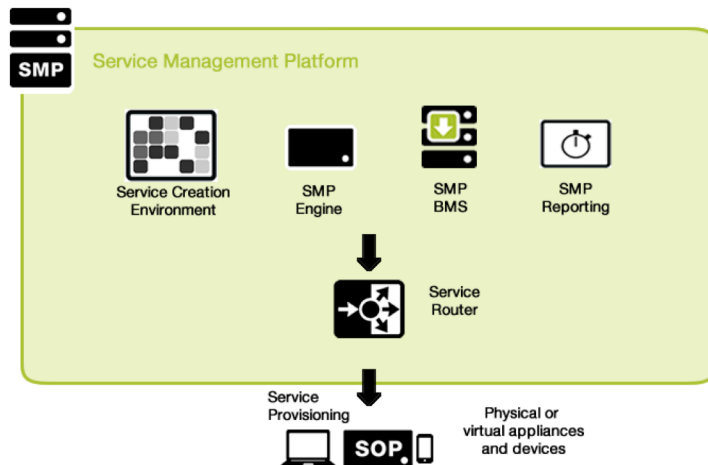
Service Creation Environment covering all functional and non-functional service requirements

Integrated OSS tools

Integrated and auto-configured Backup, monitoring and reporting systems

Any scale & architecture supported

Scales from standalone all-in-one SMP-SOP appliance up to distributed 1'000 SOP deployment. Cloud, hybrid cloud or onsite.



Overall architecture

In the ESCAUX Service Management Platform (SMP) we distinguish 5 different services:

(1) Service Creation Environment (SCE)

With the (SCE), building a new service is like using Lego™. Our bricks are called Service Components and just like Lego bricks they can be put together to create complete end-to-end solutions covering the service provider's functional and non-functional requirements.

A broad range of advanced services can be created thanks to the powerful templating mechanism.

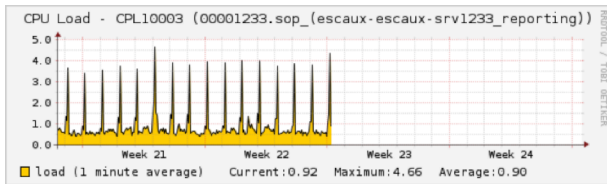
Additionally the SCE also comprises the customer's web front-end (allowing the configuration of communication services) and the SMP-bootstrap server (allowing SOP servers to discover their Service Router).

(2) SMP Engine

The SMP Engine contains all the customer configuration databases, one per SOP. It includes the processes that perform the actual configuration of the SOPs and all auxiliary equipment. Through the Service

Routers the SMP Engine handles the provisioning of the whole Operational Infrastructure (SOPs, SBCs, SIP trunks, Phones, Users, Routing, ...). The provision process is resilient with additional support for low bandwidth, high latency satellite networks.

(3) Backup & Monitoring Server (BMS)



The Backup & Monitoring Server performs the SOP database and server backups and runs the Fault Monitoring and Performance monitoring applications.

(4) Reporting Server

The SMP Reporting server contains the databases for the customer's historical data (Call Detail Records, Queue Detail Record, State Transition Records), one database per SOP. It also includes the Scheduler to run Tasks and Reports.

(5) Service Router

The Service Router accepts encrypted management connections from all SOP servers. This results in an auto-established management VPN network spanning the complete solution. This management VPN is used by the SCE, BMS, Reporting and SMP Engine to access the SOP servers.

Consolidated management

An operator does not need to connect on each SOP to apply network wide changes on call logic, profiles or users. All changes are done through the SMP and as the SMP sits at the heart of the solution, all changes are applied automatically across all sites and SOPs. Also all SIP trunks and routes are established automatically.

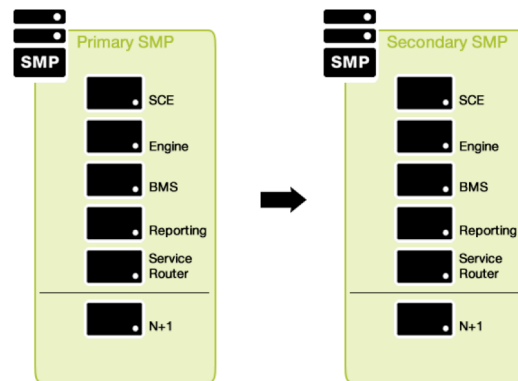
About ESCAUX

ESCAUX is a worldwide reference in Unified Communications platforms for fixed line, mobile and military satellite operators. The ESCAUX Unified Communication Solutions are built on a modular technology with respect for open standards. The extremely powerful ESCAUX Service Creation Environment enables operators to address any possible market segment (SOHO, Small & Mid-size Enterprises, Corporate) with any possible deployment architecture (on-site, hybrid cloud, pure cloud).

Consolidated reporting

All stats from all SOPs are centrally consolidated and enriched at the level of the SMP. Reports on calls, queues and presence information can be extracted at the level of the SMP as if the whole set of SOP servers formed a single virtual system.

Redundancy



A full-size SMP deployment consists of 5 physical or VMWare servers and scales up to 1'000 SOP servers. Local n+1 redundancy is achieved by adding a 6th server. The SMP installer allows a duplicate of any of the 5 SMP functions on this 6th server. This 6th server runs in warm standby and is, just like the other 5 servers, permanently monitored.

Geographic 2*n redundancy is achieved by installing a secondary SMP cluster of 5+1 servers in a second, remote datacentre. This secondary SMP cluster runs in warm standby and its database is synchronized with the primary cluster.

Integration in the existing OSS environment

The SMP not only exposes its system status (running processes, CPU Load, Disk space, Interface status and traffic, Memory Usage, Database integrity, ...) parameters but also provisioning error messages and SOP connectivity status via SNMP. These SNMP probes can be accessed from the customer's network management system.

Additionally the SMP can be provisioned by the customer's network OSS and BSS systems through a provisioning API.