

Q&A Session for ROI Challenges of deploying Carrier Ethernet products and services

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Question: *How can ethernet provide "just in time" usage?*

Answer: Ensuring you have an accurate view of the network (physical, logical and service) in a single OSS/Front office solution and then mapping that view to capabilities allows the provider to trend the network allow just in time delivery of not only logical and physical asset but also the impact on the core network, with regard to QOS/QOE

Question: *Some network device providers provide EMS/NMS that have capabilities that overlap the OSS capabilities you have described. Not all vendors provide same capabilities. What is the balance of leveraging EMS/NMS capabilities?*

Answer: EMS/NMS solutions assist the service fulfilment capabilities of the front office/OSS solution by providing a uniform interface abstract from the different devices type, operating system, etc. Amdocs is committed to using a standards framework for the fulfilment and data integrity interface to the underlying networks, device, and management platforms. Amdocs is one of the key drivers of the MTOSI standard and our aim is to provide MTOSI frameworks for the fulfilment and Data Integrity interfaces based on technology, e.g. MTOSI for IP VPN, with the relevant adaptor for the underlying vendor. We currently support MTOSI as well as direct to the device and or the NMS/EMS where appropriate and based on customer needs

Question: *With all the benefits you talked about, what are the reasons for the other router-based technologies to have taken the lead over Ethernet based services and networks in the last 15 years? You presented benefits of Ethernet, what are disadvantages?*

Answer: Some of the disadvantages of Ethernet are the diverse devices, topologies and the transport technologies (MPLS, Spanning tree, DWDM). Other disadvantages know the role of the device/interface in the network, i.e. you may have an aggregation device connected via a trunk port to the metro device. The customer will connect to the aggregation device and this needs the customer facing port configured as well as the relevant vlans configuring on the trunk port. The service is then configured on the metro device as well as the supporting vlan. Without having a capabilities based view of the network the order would have had to understand all these issues and pass the relevant data, where in reality the order was a point to point service and the order systems should not have to have worried about the technology, etc. The OSS and the fulfilment process should be able to resolve these issues agnostic to the order.

Router based technologies have the lead on Ethernet due to the timescales in that the Ethernet WAN capabilities started behind the router technologies, i.e. MPLS and the CSP had made the investment and needed to make ROI use of that investment. Ethernet has made leaps and bounds in the WAN environment and the cost of hardware, CPE, etc will ensure its success

Question: *What roles should these OSS systems play to manage QoE and QoS for these Ethernet services?*

Answer: The Front Office/OSS system is crucial in the with regard to Quality of Experience and Quality of Service. Understanding the network and its capability against the different service types and the network allows the CSP to ensure that the service enabled/delivered to the network meet not only the expectation of the customer with regard to QOE, but also the QOS mechanisms required to support the customer and the network QOE are correct and can be planned accurately against current and future requirements

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