



Summary

Business Scenario

- Telco operators using *BMC ARS*
- Necessity to integrate Multi-vendor business support systems

Solution

- OSS/J as the integration layer
- Ascom's certified OSS/J compliant product *ARS over OSS/J*

Benefits

- Generic extendable approach based on standards
- Reduced integration cost

Business scenario

Today every service provider is facing the challenge of having to integrate existing applications in heterogeneous IT and network environments. In addition to technical integrations, service providers often need to interconnect their national or international branches to maintain global approaches while preserving local area responsibility.

Connections between different OSS systems are often very complex and expensive to establish. In the past, systems were mainly connected using a point-to-point approach which led to a high number of interfaces requiring maintenance.

Case 1

The service provider uses an existing trouble ticketing/ work order system (TT/WO) and wants to connect this TT system to other applications such as Fault Management, Service Management, Change Management, etcetera.

Case 2

A service provider has many subsidiaries with existing TT/WO systems and the local responsibility for a geographical area or a country and wishes to implement company processes more extensively.

Both cases require the implementation of appropriate interfaces which share the following problems:

- High cost for the implementation of point-to-point interfaces.
- Each system combination requires a new interface to be specified and implemented.
- If one of the systems needs replacing, integration procedures must be repeated.
- Maintenance becomes increasingly difficult and expensive.
- Complete absence of standards or too many standards used.

The traditional point-to-point approach has reached its limits!

Goals to be achieved

- Lower integration cost
- Reduced maintenance cost

- Extendable for future business
- Vendor-independent by adoption of standards

ARS over OSS/J

The certified OSS/J compliant product *ARS over OSS/J* achieves the aim of combining the undisputed power of *ARS*-based Trouble Ticketing & Work Order solutions with the integrative force of OSS/J in a heterogeneous or multi-national environment.

With its generic approach it allows to OSS/J-enable *ARS*-based Trouble Ticket and Work Order systems so that other systems with an OSS/J interface can be easily connected by using the OSS/J Trouble Ticket (TT) API.

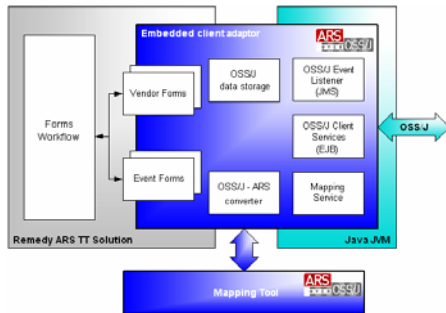
ARS over OSS/J implements OSS/J TT server and client functionality and thus also enables service providers to connect totally different *ARS* systems in their subsidiaries. *ARS over OSS/J* consists of the following components and services, which enable an IT department to successfully fulfill the task of inte-

grating an existing solution into the company-wide OSS/J infrastructure:

- Client adaptor
- Server adaptor
- Mapping tool
- Setup and operation manuals
- Professional services

Client adaptor

With the help of the client adaptor each ARS-based Trouble Ticket solution can create new trouble tickets and distribute them via the OSS/J system to other systems which handle or monitor them.



Server adaptor

The server adaptor operates as the listener to OSS/J events and as the receiver of trouble tickets. They can then be processed by the ARS-based TT solution.

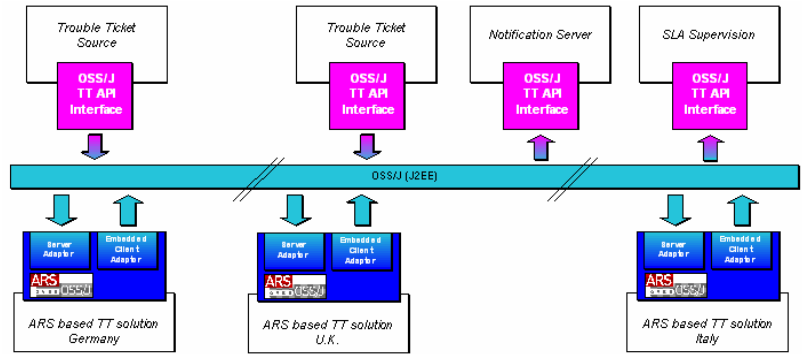
Mapping tool

The mapping tool is the configuration medium, which provides IT staff with the ability to flexibly map OSS/J attributes to ARS forms and fields. It creates a XML mapping document which is then deployed to the client and the server adaptors.

This architecture consisting of client adaptor, server adaptor and mapping tool is – together with the detailed setup and operation manuals and the professional services of Ascom – your guarantee for successfully integrating your trouble ticket solution with the future-proof OSS/J environment.

Currently Supported Components

Operating Systems: Sun Solaris 8 and 10, HP-UX 11, Red Hat Linux



J2EE Servers: Sun Java System Application Server Platform Edition 8 and above (Sun One), JBoss 4
BMC Remedy: ARS: 5.1.2 and later, 6.x, 7.x
OSS Trouble Ticket API: 1.0
 As of 15.10.2007.

Additional platforms can be made available on request.

Benefits

- Generic and open concept
- Field-proven telco solution
- Reduced integration cost
- Combination of a standard integration layer (OSS/J) with the unparalleled flexibility and power of ARS driven solutions.

ARS over OSS/J is nominated for the TM Forum Excellence Award 2007!

About BMC Remedy ARS

The BMC Remedy Action Request System (ARS) is not only found in the telco sector. It is widely used as a powerful basis for all kinds of workflow solutions such as Trouble Ticketing, Work Order, Change Management, etc.

ARS is based on an advanced three-tier architecture that comprises:

- Native and Web-based Clients
- A homogeneous and intuitive environment for design, development, configuration and deployment
- A powerful, scalable workflow server
- A data layer that seamlessly links ARS with the world's leading DBMS, ERP systems and network management solutions.

Why OSS/J

While the TM-Forums NGOSS program focuses on the business aspects of OSS solutions the OSS through Java (OSS/J) initiative emphasizes the implementation facets. In principle both programs are aimed at encouraging the delivery of reusable OSS solutions to service providers and operators.

The architectures are complementary to such a high degree that OSS/J can be seen as an implementation of the NGOSS architecture by means of the J2EE framework which is the basis on which OSS/J is built.

It is easy to foresee that OSS/J will be widely accepted as the integration platform of the telco domain. In consequence each company-wide OSS solution has to cope with the challenge to integrate into it.

Contact

Ascom Deutschland GmbH
 Systems & Solutions
 Charlottenburger Allee 61
 D-52068 Aachen
 Germany
 Tel: +49 (241) 96806 0
info@ascom-ac.de
<http://www.ascom.de/syssol>

Ascom (Schweiz) AG
 Systems & Solutions
 Glutz-Blotzheim-Strasse 3
 CH-4503 Solothurn
 Switzerland
 Tel: +41 (32) 624 2121
info@ascom-so.ch
<http://www.ascom.ch/syssol>