

HOW ALCATEL-LUCENT MAKES PROGRESS



ALCATEL-LUCENT PARTNERS WITH PROGRESS SOFTWARE TO DELIVER OPERATIONAL RESPONSIVENESS TO GLOBAL INDUSTRY LEADERS

Intense competition, economic flux and ever-changing customer demands require that today's organizations be operationally responsive. Business agility is no longer a "nice to have," but a crucial element to maintaining viability and success. The ability to quickly and easily respond to changing conditions and customer interactions as they occur is vital for companies to capitalize on opportunities, drive greater efficiencies, and reduce risk.

These are precisely the challenges that Alcatel-Lucent's customers face, a trusted transformation partner of service providers, enterprises, and strategic industries worldwide, providing solutions to deliver voice, data and video communication services to end users. A leader in fixed, mobile and converged broadband networking, IP and optics technologies, applications and services, Alcatel-Lucent leverages the technical and scientific expertise of Bell Labs, one of

Alcatel-Lucent 

CHALLENGE

To remain competitive, organizations must possess the business agility to quickly and easily respond to events, changing market conditions and customer requirements.

SOLUTION

Progress partner Alcatel-Lucent leverages both the Progress portfolio and its industry expertise to deliver innovative and flexible, state-of-the-art solutions to global industry leaders.

BENEFIT

Achieving operational responsiveness enables Alcatel-Lucent's customers to capitalize on new opportunities, drive greater efficiencies across their organizations, gain a competitive advantage, and reduce their risk.

the largest innovation powerhouses in the communications industry. With operations in more than 130 countries and the most experienced global services organization in the industry, Alcatel-Lucent achieved revenues of Euro 15.2 billion in 2009.

COMPREHENSIVE PORTFOLIO

For SOA projects, Alcatel-Lucent leverages the Progress® Sonic® ESB (a messaging-based enterprise service bus that simplifies the integration and re-use of business applications within a service-oriented architecture [SOA]), Progress® Sonic® BPEL Server™ (enabling service composition and event correlation with minimal programming) and Progress® DataXtend® Semantic Integrator (enabling creation and management of common-model-based data services inside a SOA). These products from the comprehensive Progress Software portfolio span event-driven visibility and real-time response, open integration, data access and integration, and application development and deployment and along with the industry expertise of Progress consultants deliver operational responsiveness to customers through flexible, state-of-the-art solutions.

“We have collaborated with Progress Software on numerous projects worldwide,” explains Jean-Luc Ricard, BSS Architect of Systems and Applications Integration, Global Competence Center BSS for Alcatel-Lucent. Mr. Ricard says initially Alcatel-Lucent was solely looking at Progress Software for its semantic integration application, but after reviewing the entire Progress portfolio matched against a list of requirements for a new project, the company realized there were additional products and services that could be extremely valuable to the success of that project. Then an internal RFP gave the proof that Progress is really a competitive player and also a reliable partner.

ALCATEL-LUCENT AND PROGRESS SOFTWARE: DELIVERING RESULTS WORLDWIDE WITH MOBILE PROVISIONING

Over the years, Alcatel-Lucent and Progress have worked together on a number projects. “We have collaborated with Progress Software on numerous projects worldwide. One of our most strategic initiatives involved

developing a multi-service mobile provisioning solution to allow for convergent mediation for mobile network services,” says Mr. Ricard.

Mobile operators face both subscriber growth and churn in a highly competitive context. Combined with the introduction of new services, this has led to a significant increase in the total volume of transactions on their network and service platforms, with new subscriptions and new services added to existing subscriptions or de-activations.

“By leveraging the Progress Sonic ESB and Progress Sonic BPEL Server, Alcatel-Lucent Mobile Provisioning enables our customers to maintain quality-of-service delivery and cost-effective operations,” explains Mr. Ricard. “It provides service activation mediation between business support systems, such as billing or CRM—and network elements and service platforms that need to be activated or de-activated during the subscriber’s lifecycle. The business benefits can be tremendous, including faster revenue generation for new billable services, mass-market operational efficiency, improved customer satisfaction and reduced costs.”

Together, Progress and Alcatel-Lucent have successfully deployed mobile provisioning to four industry-leading organizations around the world, including a large telecommunications operator in Poland, one of the leading mobile operators in Africa, an industry-leading telecommunications and mobile provider in Peru, and the leader for residential high-speed Internet, telephony and digital television in the Belgian/Luxembourg market.

DEMONSTRATED SUCCESS AND INDUSTRY EXPERTISE

The industry expertise and proven success of Progress are also factors in Alcatel-Lucent’s ongoing decision to partner with the company. “Progress is one of the remaining pure players in SOA and has demonstrated expertise and successful SOA deployments within the telecommunications industry,” explains Christophe Larcher, Worldwide Systems and Applications Integration Chief Architect at Alcatel-Lucent. “The Progress Software product portfolio is extensive and complete—offering everything from an enterprise service bus and enterprise messaging to business process management (BPM), SOA management, data interoperability and active involvement with the TM Forum. And while Progress is a large organization with a proven

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Worldwide Systems
and Applications
Integration Chief Architect
Alcatel-Lucent*

technology and financial record, it is not so big that we get lost in the mix. Instead, we have found it to be a flexible and capable partner that is always willing to lend its support.”

FLEXIBLE TECHNOLOGY

The flexibility of Progress technology is a tremendous advantage, according to Mr. Ricard. “Progress products are incredibly flexible. We can have people on our team working on different aspects of the same project, and, when the time is right, we can converge that work together. This accelerates the development process significantly,” he explains. “We have also been able to reuse our work from project to project. And the expertise that we have acquired, and continue to acquire, helps us to accelerate future projects.”

To achieve data interoperability with TMF SID common-model-based data services within SOA Alcatel-Lucent also started to deliver customers Progress DataXtend SI, allowing them to increase the flexibility and decrease the complexity of data services by managing all mediation, governance, and change management of data integration and the entire lifecycle in one place.

EXPERIENCED, KNOWLEDGEABLE AND PROFESSIONAL CONSULTANTS

While the technology is critical to the success of any project, the relationship also plays a significant factor. Mr. Ricard says Alcatel-Lucent’s experience with Progress has always been extremely positive.

“Progress has demonstrated their experience, knowledge and professionalism on every project.” Mr. Larcher agrees: “Every time I have had the opportunity to work with Progress it has been an enjoyable experience. Their consultancy is of the highest quality. And, in the spirit of true partnership, they share a vested interest with us in ensuring the success and satisfaction of the customer.”

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INCUMBENT AFRICAN SERVICE PROVIDER IMPROVES ITS AGILITY BY IMPLEMENTING A STATE-OF-THE-ART SERVICE-ORIENTED ARCHITECTURE (SOA) WITH ALCATEL-LUCENT AND PROGRESS SOFTWARE

Another project is one where the customer wanted to deliver new and innovative services to its customers and achieve a competitive edge. But unlike most companies, the organization didn't look to just one technology, service or process to achieve its goals. Instead, it made the bold and innovative move to transform its entire IT infrastructure.

As one of the principal telecommunications companies in Africa, this service provider offers a diversified product portfolio to connect its customers both locally and internationally. To deliver on its vision of providing the local community with telecommunications services that meet or exceed international standards, the company decided to replace its legacy, homegrown applications with innovative, state-of-the-art technology and services.

With a more flexible, streamlined and agile business, the organization can deliver new and improved services to its customers and better position itself to compete on a global scale.

FROM MANUAL TASKS TO OPERATIONAL RESPONSIVENESS AND AUTOMATION

After sending out a request for proposal (RFP) to numerous vendors and conducting a thorough review process, the service provider chose Alcatel-Lucent for the ambitious project. The service provider clearly understood what it needed from a business perspective, and following the recommendations of Alcatel-Lucent, decided to leapfrog to the best technology approach to support its goal of becoming operationally responsive.

"Because this project called for a total transformation of IT, we realized that the integration challenges were immense. To deliver the business agility promised by SOA infrastructure requires technology that can truly cross the boundaries of and connect a distributed organization and

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heterogeneous systems—quickly, seamlessly, and reliably. After talking with Progress we decided to leverage the Sonic ESB to manage the integration between applications; Sonic BPEL Server to help combine, coordinate, and control the workflow of Web services into an end-to-end business processes; and DataXtend SI to manage the transformation of the various data models. And by involving fewer companies in the project we would also be able to minimize our risk.”

Sonic ESB and DataXtend SI act as the integration layer between the service provider’s point-of-sale system and all other systems that comprise the company’s WiMAX¹ technical network, including those involved with assurance management, inventory and activation and rating and billing.

¹ WiMAX, an acronym for Worldwide Interoperability for Microwave Access, is a telecommunications protocol that provides fixed and fully mobile internet access.

ALCATEL-LUCENT

Alcatel-Lucent (Euronext Paris and NYSE: ALU) is the trusted transformation partner of service providers, enterprises, strategic industries such as defense, energy, healthcare, transportation, and governments worldwide, providing solutions to deliver voice, data and video communication services to end-users. A leader in fixed, mobile and converged broadband networking, IP and optics technologies, applications and services, Alcatel-Lucent leverages the unrivalled technical and scientific expertise of Bell Labs, one of the largest innovation powerhouses in the communications industry. With operations in more than 130 countries and the most experienced global services organization in the industry, Alcatel-Lucent is a local partner with a global reach. Alcatel-Lucent achieved revenues of Euro 15.2 billion in 2009 and is incorporated in France, with executive offices located in Paris. For more information, visit Alcatel-Lucent on the Internet: www.alcatel-lucent.com, read the latest posts on the Alcatel-Lucent blog www.alcatel-lucent.com/blog and follow us on Twitter: http://twitter.com/Alcatel_Lucent.

PROGRESS SOFTWARE

Progress Software Corporation (NASDAQ: PRGS) is a global software company that enables enterprises to be operationally responsive to changing conditions and customer interactions as they occur. Our goal is to enable our customers to capitalize on new opportunities, drive greater efficiencies, and reduce risk. Progress offers a comprehensive portfolio of best-in-class infrastructure software spanning event-driven visibility and real-time response, open integration, data access and integration, and application development and management—all supporting on-premises and SaaS/cloud deployments. Progress maximizes the benefits of operational responsiveness while minimizing IT complexity and total cost of ownership.

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