

# PROGRESS

## OSS/BSS INTEGRATION USING THE SID

### TRANSFORMING THE BUSINESS NEEDS A FIRM FOUNDATION

No one ever said it was easy to implement a new CRM system, or combine billing systems; projects that involve the integration of mission-critical OSS/BSS in communications service providers (CSP) are challenging. The problem is exacerbated by the lack of systematic methods that can document how applications exchange information, nor is there a method by which to create and test high-quality data integration code. The absence of systematization leads to an inability to understand how a single change will impact the entire web of data exchanges.

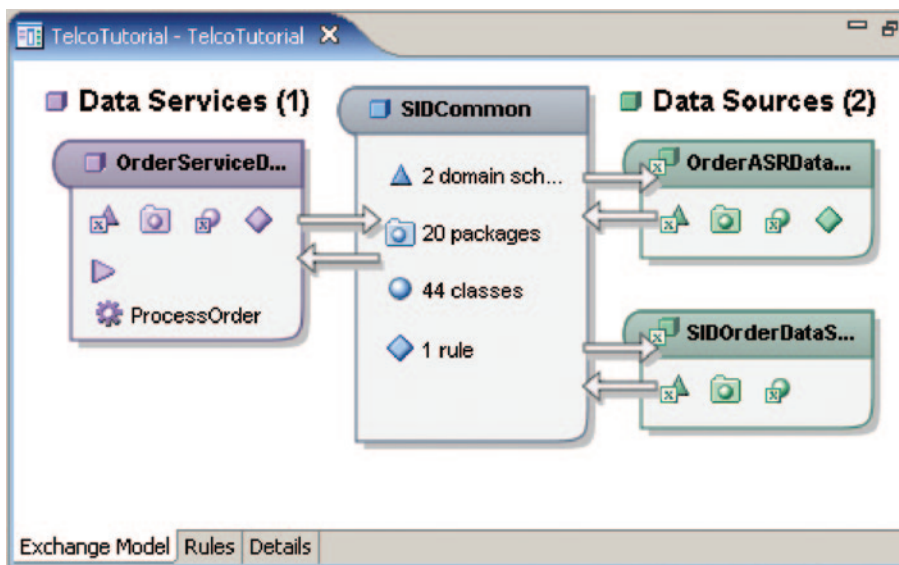
To help CSPs increase the success of their projects, the TM Forum developed the New Generation Operations Systems and Software (NGOSS) framework. NGOSS defines processes, data structures and application characteristics in a technology-independent manner through the Business Process Framework, the Application Framework, the Systems Integration Framework, and the Information Framework, commonly referred to as the "SID." Taken together, the NGOSS frameworks lay the groundwork for OSS/BSS integration. Neglecting to address any one of the components can jeopardize the success of a project.

### KEY FEATURES

- > Use standards-based, best practices through the TM Forum Information Framework (the SID) to provide scalable, maintainable data interoperability across the OSS/BSS integration lifecycle
- > Use a common model to unify data exchanges across applications and processes
- > Manage risk from change through impact analysis; understand how changes affect your environment
- > Preserve your investment; deploy to your existing SOA environment

## DON'T FORGET THE DATA

Progress OSS/BSS Integration using the SID is the only solution on the market today that fully supports the SID and is in production in major CSPs. It creates a data interoperability layer by using the SID to tie together all of the applications and services involved in a business process. This exchange model provides a comprehensive and exhaustive view of how the data flows between all of your applications and services.



*The Exchange Model contains the relationships between the data services, sources, and the common model.*

Integrating data so that it flows properly between applications and services is a major source of integration complexity. A study conducted by Forrester Consulting on behalf of Progress Software found that over 80% of organizations amplify this complexity by reconciling these physical differences using hand coded point-to-point mappings.

These point-to-point mappings are hard to scale and manage when requirements change. Each change results in higher maintenance costs because it is unclear what impact it will have. This uncertainty lowers IT's productivity as IT burns precious cycles manually determining the effects of the change, making and testing fixes throughout the production environment. From a compliance and governance perspective, this "accidental architecture" lacks visibility, introduces risk, and is hard to use with adequate controls.

The centralized design and distributed deployment of our solution reduces complexity, risk, and cost and provides better governance and superior performing data services to preserve the loosely-coupled characteristics of your SOA platform.

## PROVEN SUCCESS

Progress Software has deep telecommunications expertise and knowledge of the TM Forum's SID. We have a long history of involvement and collaboration with the TM Forum. Progress and our customers have contributed to the development, governance and evolution of the TM Forum SID Model. We continue to provide our award-winning Progress® DataXtend® SID Model browser to help advance the community and expand their knowledge of the SID. We can work with your internal staff to bring SID-based data integrations online through a mixture of education, training and support.

By adhering to NGOSS, and using the SID, our customers have created a sustainable IT architecture which meets the business initiatives of faster time to market, improved customer experience, and reduced operational costs.

***“The key is to realize that it’s all about information—and how it relates to other information. The difficulty lies in finding a common model to which all parts of the organization can adhere.”***

*Thomas Norberg  
CIO  
ice.net (formerly Nordisk  
Mobiltelefon)*

## 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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