



# Ribbon Provisioning & Portals

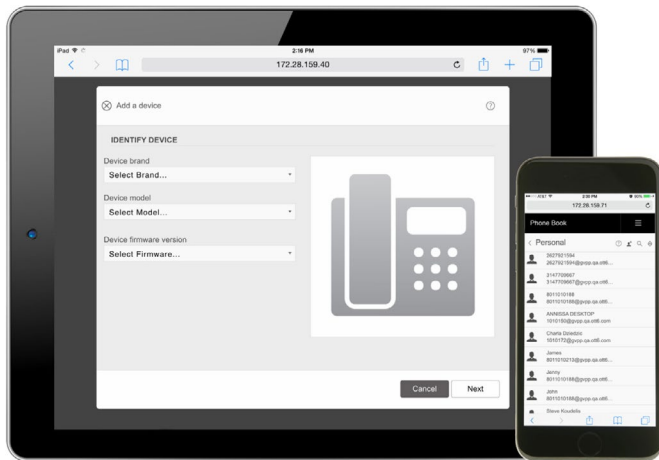
Save operational costs and increase customer satisfaction by bringing services closer to your subscribers



## Differentiating your service offerings from competitors

In a world where telecommunication users are continuously bombarded by new services, attractive technologies, and the promise of cheaper or almost free communications, service providers find themselves challenged to not only acquire new subscribers, but also keep their existing users from moving to a competitor. Service providers can provide value by enhancing network and process quality, reducing the time required to solve a network or administrative issue, and providing tools that simplify the way the users manage their own services.

More and more, end-users – tired of wasting time on the phone with underqualified, outsourced call-center personnel that many times cannot solve their problems – are looking for ways to manage their own telecommunication services from their home or work using a simple web page. This is something that they can do today with their bank accounts, insurance policies, pension plans, utility bills, and many other services.



## Ribbon Provisioning and Portals for Self-Provisioning

Deployed by some of the world's leading service providers, Ribbon Provisioning and Portals is an advanced suite of tools that provides subscriber provisioning, device provisioning, subscriber self-service and network provisioning for multiple Ribbon solutions. It includes web-based Graphical User Interfaces (GUI) for service provider provisioning (line, dial plan, translations, business trunks, etc.), end user provisioning (subscriber, large enterprise, SMB and SMB reseller portal) and end-device provisioning (phones, ATAs, IADs). With Ribbon Provisioning and Portals, service providers have the tools to securely allow end-users to manage their services and provide business users with a direct management of their business lines and services in an intuitive, easy-to-use fashion.

## Increase Revenue and Customer Satisfaction

Ribbon Provisioning and Portals provides enhanced flexibility that increases customer loyalty and attracts new subscribers. Users can save precious time by managing their communications services themselves instead of contacting a service center and explaining their request to an operator. No more time wasted providing personal information to confirm one's identity or explaining the nature of the issue to the customer support representative. End users can access their management portal with a username and password and immediately manage their service preferences.

## Faster to Market and Competitive Edge

Ribbon Provisioning and Portals expands the service provider offering and provides a "face" to the service offering. It accelerates time-to-market by delegating provisioning tasks to the end user or enterprise administrator. It enables the service provider to provision the enterprise profile, register an enterprise administrator, provide them with a username and password and allow them to provision employee lines and services directly.

## Reduce Operational Costs

Ribbon Provisioning and Portals makes the complex task of provisioning subscribers simple, allowing for costs of administration to be significantly reduced. Pushing working tasks out to the customer base means less time spent by the service provider on end-user provisioning. In addition, the set of tools that are available to the service provider enable less skilled and experienced users to safely and rapidly create, maintain and validate business and subscriber services. Additionally, Ribbon Provisioning and Portals has intuitive tools that require very little training, extending operational savings even further.

## Brandable Multi-Tenant Solution

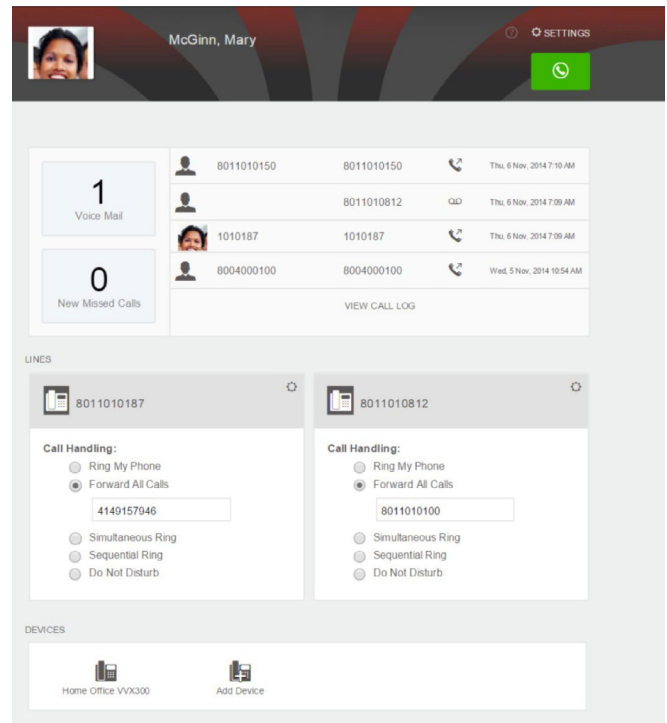
Ribbon Provisioning and Portals is multi-tenant by design and includes a data partitioning architecture that allows the creation of subdomains. For example, in the case of Small and Medium Businesses (SMB), it allows for the introduction of SMB Resellers, companies that purchase a certain number of lines and re-sell them to smaller businesses, taking care of the provisioning and administration of their own customers. The service provider can also partition provisioning accessibility by organizational structure within the service provider and organizational structures within the enterprise to match physical location, responsibility within the organization, or type of service. Additionally, Ribbon Provisioning and Portals can be branded according to the service provider's standards, colors and logos or with those of the enterprise or business.

## Multi-Service, Flexible Architecture

Ribbon Provisioning and Portals supports carrier grade equipment for voice, high-speed data, video and multimedia services. Its flexible architecture allows for growth and a straightforward integration.

## Multi-Vendor & Multi-System

Ribbon Provisioning and Portals manages Ribbon's market leading network elements as well as elements from other providers.



## Ribbon Provisioning & Portals Components

Ribbon Provisioning and Portals is an advanced suite of tools that provides subscriber provisioning, device provisioning, subscriber self-service and network provisioning for Ribbon's fixed network elements. Ribbon Provisioning and Portals is divided into six key functional areas to simplify line and trunk provisioning and feature activations through common, easy-to-use graphical interfaces and web portals:

- **Service Provider Provisioning Tool** – Leveraging Ribbon's NSP, it provides a comprehensive set of capabilities beneath a standard common graphical interface to assist with dial plan, trunking setup, subscriber provisioning, and creation of customer groups
- **Business Trunking** – A simple single screen method to set up business trunks. With the addition of templates and wizards, business trunk provisioning time is significantly reduced

- **Large Enterprise Portals** – A set of capabilities and portals to manage large businesses and allow for the creation of customer groups, domains, packages, and creation of end users. It divides the capabilities across three user communities: Service Provider Administrator, Large Enterprise Administrator, and Business End User. This distributes work to the communities that need access, allowing a faster activation through enabling the concept of “Customer Self Service”
- **SMB Portals** – SMB Portals are optimized to mask the complexities of the underlying network and can easily be used by individuals without telephony experience such as administrative assistants, receptionists and IT managers.
- **Subscriber Self Service Portals** – Delivers the necessary end user portals, truly enabling end customers to self-manage their end points based on what feature changes the service provider allows them to have access to. This saves significant time and costs for service providers, as customers can now manage lines and features on lines through a simple, easy-to-use web portal.
- **End Point Provisioning** – A tool for both service providers and customers. It allows service providers to set up and support profiles for individual IP endpoints (phones, ATAs, IADs), upgrade firmware, etc. It also allows end users to easily provision keys and settings on their phone sets via a simple point and click web interface. Additionally, the service provider, reseller or the business administrator can setup defaults for phone sets (templates) including default keys and settings to simplify and normalize the phones within the enterprise or across a department (for example: key A for voicemail, key B for receptionist, etc.) to program control keys on phones through web portals. Because the configuration is stored in the network, these settings are transferred to a new phone set if the user needs a replacement.

## Summary of Key Functionality

### Service Provider Provisioning Tool

- Dial plans, trunking (interoffice), maintenance, links to test tools
- Business and residential subscriber provisioning
- EBS, customer group, domain creation by service provider
- Package creation
- Create/edit/delete groups and subscribers, bulk edits
- Reports

### Business Trunking

- Templates for setting of intelligent defaults
- Business identification/mapping
- One-screen, one-session SIP-PBX trunk provisioning

### Large Enterprise Portal

- EBS, customer group, domain creation by service provider
- Package creation
- Create/edit/delete groups and subscribers, bulk edits
- Reports
- Service Provider Branding

### SMB Portal

- Create subscribers
- Provide help desk with pass-thru to SMB user interface
- Create/edit/delete groups and subscribers, bulk edits
- EBS, customer group, domain creation by service provider

### Subscriber Self-Service Portal

- Personal address book and company address book for business subscribers
- Feature management defined by feature package
- Call logs, click-to-call, call forwardings settings, incoming call rules, etc.
- Service Provider Branding

### Endpoint Provisioning

- IP telephone devices, IADs (multiple telephone sets/ models)
- Bulk warehouse inventory, simplified end-user/installer activation
- Firmware/software updates, group and individual programmable keys
- Scalable provisioning data server

### CIS Compliance

- Complies with the Center for Internet Security (CIS) Distribution Linux v1.1.0 – 12-26.2017 specification

**Contact Us**

We are here to help. Let us know if you are interested in a quote or if you have any questions.