

INDUSTRY LEADING OSS SOLUTION POWERED BY ORBIX®



i n v e n t

"For many years now, IONA's Orbix has provided a critical distribution and open interface function to our Telecom Operations Support System (OSS) product—HP OpenView TeMIP. Our customers demand open-standard interfaces, and we appreciate the time to market and development efficiency of using Orbix."

- Mr Jacques Conand, Product Line Manager Telecom, HP OpenView

BUSINESS PROFILE

HEWLETT-PACKARD

Provider of Operational Support Systems (OSS) to the telecommunications industry

INDUSTRY

Telecommunications

IONA PRODUCTS

IONA Orbix™

BENEFITS

- Market leading OSS solution
- Cost savings
- Increased customer satisfaction
- Performance, scalability, and reliability
- Future-proof technology



HP is a leading global provider of products, technologies, solutions, and services to consumers and businesses. The company's offerings span IT infrastructure, personal computing and access devices, global services, and imaging and printing. HP completed its acquisition of Compaq Computer Corporation on May 3, 2002. In the telecommunications industry, HP software focuses on services—both connecting people to services to generate revenue with our OpenCall portfolio, and managing services efficiently to assure revenue as OpenView does. For Telecom OSS, HP offers the HP OpenView Service Management for Service Providers software portfolio. This portfolio, predominantly built around HP OpenView TeMIP, brings together IT and telecom management and enables activation of services, service assurance, and billing. Through the HP Integrated Service Management architecture, HP addresses the business processes of the entire service lifecycle. In addition, HP offers a broad range of products, partners, processes, consulting, and integration services that enable network and service provider customers to deploy, operate, and benefit quickly from their operational support systems investments.

HP OpenView Telecommunication Management Information Platform (TeMIP) supports over 170 demanding communications networks, and is used by more than 33,000 customers worldwide. IONA's Orbix is key to helping HP OpenView TeMIP be deployed across a variety of hardware platforms. HP OpenView TeMIP is available on HP-UX, Solaris, and Tru64 Unix servers, with clients on Windows, Unix, and the Web.

COMPLETE TELECOMMUNICATIONS MANAGEMENT

Telecommunication services are dependant on an infrastructure of network equipment and computer systems. The software that controls this network is the OSS. The OSS monitors and controls the network and associated services to ensure they achieve the operator's service goals. The OSS provides the vital link between the communications infrastructure, the provider's business, and its customers. Many types of applications are used within the OSS environment. Critical services such as fault management, performance management, trouble ticketing, service activation, service quality management, inventory, and traffic management are all managed by the OSS. These applications are used by the service provider's operations and customer care staff, and are linked together to automate operations and customer care business processes.

In the past, many of these business processes were manual and used inefficient computing aids. With the competitive telecom climate of today, services must be operated efficiently and for maximum business benefit. OSS applications must be carefully selected to meet these needs, and therefore must ensure best-in-class features, interoperability, and flexibility to change. HP created OpenView TeMIP with these requirements in mind. It wanted its OSS offering to be flexible enough to be deployed on any platform, and enable its customers to modify the deployment as

required. OSS applications need to provide high performance for peak usage, and be robust so customers do not experience any loss of service. Finally, HP wanted to make OpenView TeMIP future proof so that if its customers' business grew, no re-deployment would be required. HP OpenView TeMIP needed to be massively scalable.

"The main goal of HP OpenView is to reduce the overall network management costs of our customers, and allow for new development by automating network and service management. We wanted to provide a cradle-to-grave integrated solution that would be flexible enough to evolve and grow with our customers' expanding business," said Mr Conand.

THE OSS SOLUTION OF CHOICE

HP OpenView TeMIP provides a unified view of an entire telecom network infrastructure, and is combined with other OpenView management solutions to include IT infrastructure. It enables enhanced monitoring and end-to-end provisioning for improved service quality, more efficient resource deployment, and faster problem resolution. It provides a complete management system for multi-vendor, multi-protocol networks and services. It is the de-facto standard for carrier-grade network and service management. HP chose IONA's Orbix as its CORBA implementation, which enables OpenView TeMIP to be deployed across many disparate platforms and environments. HP uses Orbix to create some of the rich OpenView TeMIP toolkits that its customers need to build open applications. Customers can modify their deployment as needed, without stopping the HP OpenView TeMIP application, ensuring that there is no interruption in customer service.

Orbix enables HP's customers to control their costs more efficiently. HP OpenView TeMIP provides a set of tools to manage the complexities of multi-vendor, multi-technology environments. This enables operations staff to focus on revenue affecting tasks, such as problem resolution, quality of service, and order fulfillment. Orbix's distributed architecture helps HP OpenView TeMIP Graphical User Interfaces to scale massively without impacting performance. As business grows, the system can be distributed across multiple hardware components to distribute network load for maximum performance. The open architecture enables providers to add and provision new services quickly and

reliably, ensuring a short time-to-market to beat the competition. Orbix-powered toolkits give providers and partners the ability to add value to their services by deploying new applications easily, and increasing the competitiveness of their network. Orbix is a standards-based product, so providers are assured that their OSS solution is future proof against emerging technologies.

"We've been in the OSS business for twelve years and we offer the most reliable, flexible, and scalable OSS solution on the market. Orbix is essential in attaining this flexibility and scalability and therefore has helped us achieve a critical mass in the industry, where we are now recognized as a leading OSS platform for telecom service providers," said Mr Conand.

STRATEGIC PARTNERSHIP

Inter-application communication between modern management systems is essential in order to provide a full solution for a provider. It is widely accepted in the telecommunications industry that this integration is done with CORBA. HP OpenView TeMIP is an object-oriented distributed framework with an emphasis on system flexibility and maintainability. In 1999, IONA and HP Compaq established a Global Strategic Partnership. In November 2000, HP Compaq selected IONA Orbix to provide a Compaq Tru64 and Windows NT distributed architecture, and open the solution to any external CORBA client or server applications running on any operating system. HP Compaq decided that Orbix was the most flexible platform on the market. Orbix enables OpenView to be extended and deployed easily across the Web or on various operating systems. Its flexibility, performance, and scalability are utilized heavily within OpenView.

"Support for all major industry protocols is a key selling point for the HP OpenView TeMIP solution. As the leading CORBA provider, choosing IONA and Orbix was an easy decision for us. IONA has fulfilled our CORBA requirements for all major integration," said Mr Conand.

VERSATILE FRAMEWORK

Orbix is used for major functions within the HP OpenView TeMIP framework. The TeMIP Access Layer (TAL) controls access to data from applications on external systems. The TAL server resides within the HP OpenView

TeMIP application, while TAL clients may reside anywhere in the organization. The clients use OrbixNames™ to connect with the TAL server. In HP OpenView TeMIP 5.0, the connection can use SSL (Secure Socket Layer) for secure communication with the TAL server.

The TeMIP CORBA Agent (TCA) is a tool that enables the HP OpenView TeMIP OSS to be viewed using a Java graphical interface. The interface displays network information in geographical format, showing alarms and status of network elements all over the world. The tool uses IONA Orbix to connect to the HP OpenView TeMIP framework and SSL to ensure high security.

Finally, HP used Orbix within OpenView TeMIP's application toolkit. The CORBA toolkit enables the provider to dynamically create the connection between its OpenView TeMIP deployment and its own network.

"In terms of revenue generation and user satisfaction, HP OpenView is the market leading solution for network and service management solutions world-wide. IONA and Orbix have been instrumental in this success. Our strategic partnership will enable us to build on this success well into the future," said Mr Conand.

PRODUCTS

IONA Orbix is a CORBA development platform for building high-performance systems. Orbix's modular architecture supports the most demanding requirements for scalability, performance, and deployment flexibility. The Orbix architecture is also language-independent and can be implemented in Java and C++. Orbix applications can interoperate using the standard IIOP protocol with applications built on any CORBA-compliant technology.

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