

VC4-IMS: Modules and extensions - build business value

In addition to the single source of data you need to support the customer lifecycle and to plan your network investments, VC4-IMS offers modules and extensions to enhance business value – enabling you to make the most of your data, across key operational processes and functions.

VC4-IMS

Modules and Extensions

VC4-IMS enables operators and network providers to use inventory data to support key operational processes – as well as export and import data via APIs to / from other systems. Secure the full benefits of your inventory data and leverage this key asset to secure the greatest value.

VC4-IMS: A complete OSS business tool

VC4-IMS is much more than an inventory and record of your assets – physical, logical, and service – it's a complete business tool that helps you to maintain and plan your network, automate key processes and boost operational efficiency.

The comprehensive view of your evolving network is complemented by deep integration to enable all data to be accessed and shared. VC4-IMS eliminates data silos and provides a single source of data, updated by unique discovery and reconciliation processes so that all changes are captured.

For all technology and services

VC4-IMS manages data for any network infrastructure and topology and provides an end-to-end view of physical and logical assets, together with services. It supports all your offers – for consumer and B2B, as well as for business and wholesale partners. It provides accurate data to support your business and operational units – accelerating maintenance and support, and helping you plan more effectively.

A comprehensive user interface and customizable displays means that data is always available, with the level of data needed by different roles and functions. Every department benefits from the insights they need, driving efficiency throughout the organization – and reducing costs.

Scalable and modular

VC4-IMS is based on a modular architecture, with core inventory management components supported by extensions for key business functions. It is the foundation of efficient OSS and BSS management, providing clear visibility of the inventory to ensure profitable service delivery.

- Comprehensive, end-to-end view for the full service and customer lifecycle
- Platform and vendor independent
- Automate and accelerate operational processes and reporting
- Enhance customer service and assurance
- Optimize capacity management and planning
- Reduce OPEX and drive margin growth

VC4-IMS has been deployed by leading operators in global networks to deliver operational excellence.

VC4-IMS brings all assets into a single place, providing the accurate record of our network, with the updates we need for efficient operations. We can zoom into detail and get the big picture – from the same tool and from a clear, friendly interface. With a complex multi-vendor network, this brings clarity and removes friction, so we can drive continuous service delivery and network operations improvements.

Core inventory modules - accelerate automation and planning

The core of VC4-IMS is the modules that capture all assets – service, logical and physical - and map these to the physical network topology, delivering a rich, interactive geographical view.

Inventory module:

- Service inventory – a complete record of all services that are delivered to customers and available for further sales activities. See service type, activation, availability and more.
- Physical inventory – this captures all physical resources that are used to build your network and connectivity paths. All assets are recorded, creating a complete record of components.
- Logical inventory – by combining the view of service and physical inventory, the logical view of all customer services can be secured, highlighting end-to-end connections
- Planning – network planners can use IMS to plan new network extensions or changes, before work is undertaken. Every network item is tagged and allocated a status, to align with the relevant phase.
- Capacity – see 'at a glance' the capacity available and allocated. Identify new connections and investments to extend your network and meet customer demands.

GIS module:

- View and design networks geographically for all assets (e.g. network sites, fiber / copper cable routes, trenches, and ducts), their relationships, aligned with logical connections and customer services

Leased Line module:

- Manage connections leased from other operators for an end-to-end view of connectivity. Register all technical and commercial information, such as monthly costs and contract dates.

IP management module:

- Manage and discover IPv4 and IPv6 addresses, create and assign to customers, locations, and inventory objects, with live reconciliation to ensure accuracy.

Telephone number management module:

- Manage number ranges (geo/non-geo) and assign ranges and specific numbers to customers, aligned with objects in the inventory, and discovery functions.

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Streamlining processes

The VC4-IMS Workflow function enables task optimization, as well as integration with other processes. All issues can be logged and tracked for efficient operations and process control.

Order Management & Trouble Ticket module:

- Order ticket management – supports the automation of key tasks associated with order management, enabling rapid service activation and delivery for customers.
- Trouble ticket management – automatic and manual ticket creation for fault management, with tracking for all issues in the network. Calculate impact assessment, as well as time to repair.

Consistent assurance and impact analysis

Obtain the information you need to ensure consistent assurance and to understand the impact of planned and unexpected events, so you can provide appropriate updates and customer alerts.

Impact Analysis module:

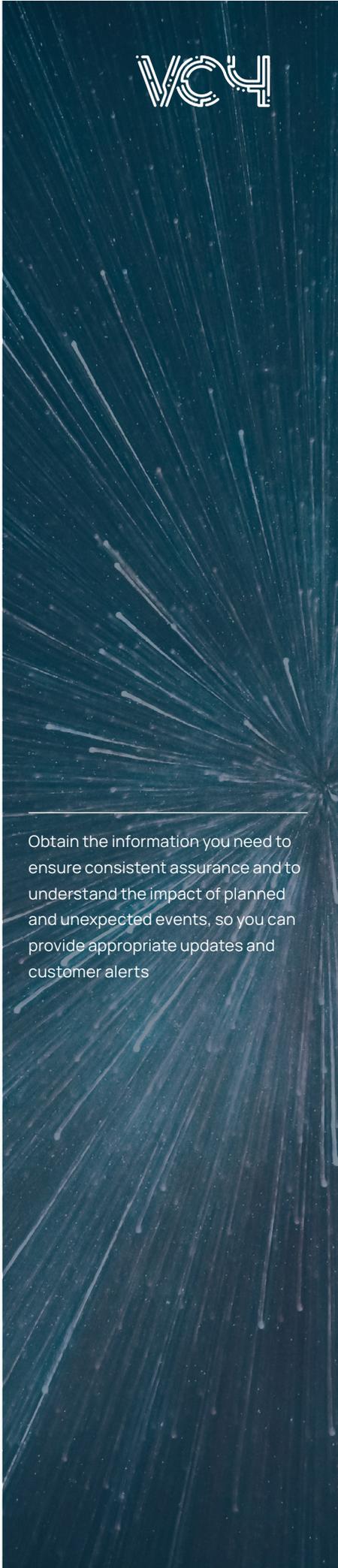
- Planned work – activities and tasks are registered with all relevant information, allowing service impact analysis to be determined. Affected customers can be automatically notified by emails or SMS.
- Single Point of Failures – analyze connectivity paths to pinpoint single points of failure, so that these can be assessed and remedied, depending on priorities and requirements.
- Fault impact analysis – based on a network fault, problem or alarm, determine the impact of the affected (customer) services. Automatically notify customers by email or SMS.

Asset tracking

Manage assets before and after deployment, so you can fulfil orders and deliver network updates, on time and according to SLAs and budgets, as well as maintaining optimum stock levels.

Warehouse and Spares module:

- Warehouse and stock - tracks items stored for deployment and customer shipments, for efficient processing of transactions, accelerating dispatch and enhancing stock management.
- Spares management – tracks spare items stored for fault handling process, for optimized swaps of defect materials, and liaising with equipment vendors and suppliers.
- Manage purchase orders – view detailed order lists, manage open orders, and track progress to generate KPIs to ensure standards are maintained or improved.
- Finance and asset management - interface with third-party software, (Oracle, SAP, etc.) for enhanced automation, control and accurate accounting.
- Control invoices and payments – correlate invoices with orders and deliveries to ensure cash management and a consistent ledger for reporting and analysis.



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KPIs

Capture all KPIs and share with your users and business teams . Update other processes and maintain historic records to track performance and service optimization efforts.

Reports and dashboards module:

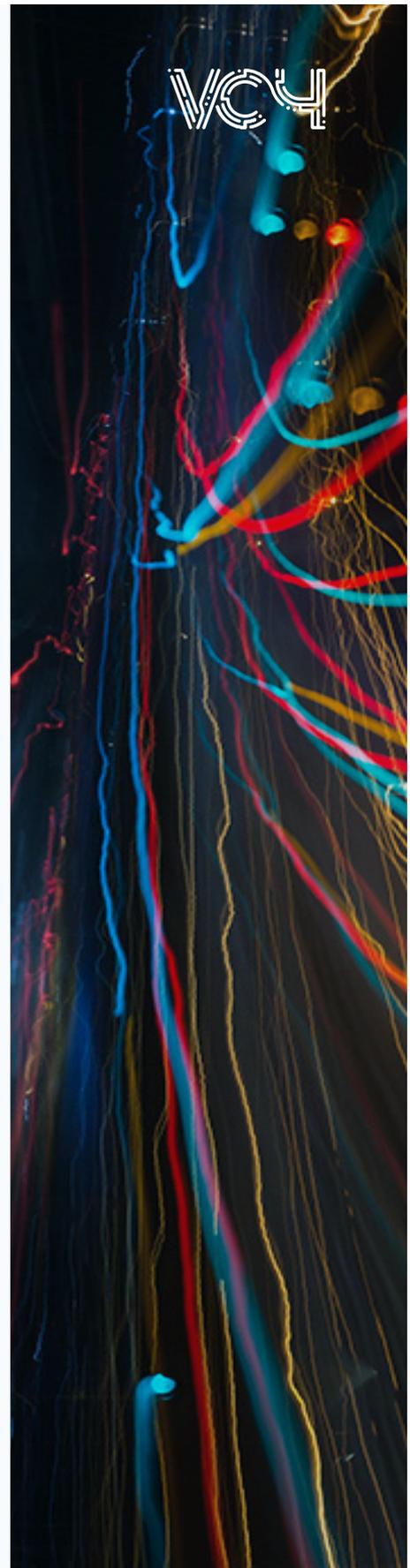
- Reports module – generate a range of reports with dynamic insights into operational status and performance, for all inventory data. Reports can be customized and easily exported.
- Dashboards – rich, customizable user interfaces, allowing easy navigation and clear presentation of business actions, tasks and reports.
- Create custom reports and templates, covering sites, connections and more, aggregate into complete historic records, with API feeds for external data import.
- Scheduling – automate and schedule reports to ensure efficient notification and delivery of insights to your teams.

Integration and reconciliation

Regular, automated reconciliation to ensure accurate, up-to-date inventory management, from all network domains and services. Information can easily be shared via integration.

Integration module:

- Integration – with complex, multi-vendor network elements and systems, ensuring all relevant data is collected and deposited in inventory processes.
- NMS/EMS interfaces – tight interworking with all NMS/EMS systems, across each domain to support operational processes with a single record of all network data.
- NE interfaces – retrieves information directly from Network Elements when there is no NMS/EMS, or when North Bound interfaces are unavailable or do not provide all network inventory data.
- Reconciliation – scheduled reconciliation of all changes in network inventory, objects, and assets, tracking activation, performance, status, and new deployments.
- BSS / OSS APIs – REST APIs for integration with the OSS and BSS layers, to support automation and seamless workflows for business processes.
- Activation – easily manage and implement changes and track status as they are made. Historical views enable changes to be tracked through time as the network evolves.
- Performance Management interfaces – retrieve performance/traffic information from the live network and present traffic and errors in graphs to users.



VC4

Keesomstraat 10A
1821 BS Alkmaar
Netherlands

+31 725628114

sales@vc4.com

www.vc4.com



vc4.com

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Keesomstraat 10A
1821 BS Alkmaar
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