

Gain Expertise In Alepo Managed Services

Introduction

In today's global communications landscape, mounting competition, customer expectations, and new market trends put tremendous pressure on communications service providers to constantly generate business and technical innovations while, at the same time, reduce operational costs. And, in rapidly evolving, multi-vendor network environments, it can be a challenge to master and manage this constant change in a cost-saving way. This is especially true for the lean service provider with fewer in-house resources. With this recognition, Alepo introduced a complete managed services portfolio, enabling service providers to concentrate more on strategy and long-term success, and less on daily operations, planning, and management of their Alepo systems.

Alepo Managed Services is a complete collection of professional business and technical services that ensure successful configuration, change planning and management, continuity, and daily monitoring of Alepo's systems and solutions. In combination with Alepo's carrier-grade products and solutions, Alepo Managed Services help service providers to accelerate their business success by leveraging Alepo's own in-house expertise to optimize crucial business and network functions.

With Alepo Managed Services, communications service providers are able to-



Reduce operational expenses (OPEX) related to Alepo systems



Improve operational efficiency and reduce service downtime



Improve time to market for new business plans and promotions



Focus on core business competencies instead of "firefighting" issues



Save on staffing, training, and retention needs on Alepo systems

Alepo takes a holistic and strategic approach in providing managed services to service provider clients. Alepo works directly with each client to first identify the most critical pain points, the most cumbersome or complex processes, and the widest knowledge gaps. Then, Alepo creates a flexible and mission-critical managed services package that complements –not duplicates –the service provider's existing, in-house resources. This way, Alepo can ensure a cost-effective, comprehensive managed service program that best suits the service provider's environment.

Within each managed service area, Alepo's team of dedicated managed services professionals and subject matter experts take responsibility for the end-to-end deliverability of the service area, ensuring a complete, successful process every time. As a result, service providers are assured of operational excellence and the delivery of high business value to their end customers.

Alepo Managed Services Overview

Alepo Managed Services span the entire ecosystem of Alepo's products and solutions. From alarm monitoring to business plan configuration, and from quality assurance to database administration, Alepo can provide end-to-end management of Alepo products and services or a single set of functions as required by the service provider. Services can be handpicked by the service provider in any combination, or Alepo can recommend a pre-packaged bundle of services that are commonly and logically purchased together. Alepo Managed Services leverage an optimal mix of onsite and offsite resources to realize service providers' goals while also meeting their budgets and deadlines.



Alepo Managed Services and Service Categories

Preventive Management Services

Alepo's preventive management services work to prevent major network and service disruptions through constant monitoring, early detection, and proactive response to potentially harmful issues. Housed within Alepo's own network operations center (NOC), these managed services enable Alepo to take swift and corrective action at the very moment a potential issue is detected, and to monitor the systems in a way that identifies those issues before they impact network services. Alepo's NOC professionals carry years of rich and vast experience in monitoring best practices and methodologies that command high uptime and optimal performance. Alepo preventive management managed services include-



Manage Service

Key Features

Alarm Monitoring

With alarm monitoring, service providers can rest assured that Alepo is proactively monitoring the health of their entire Alepo solution, 24 hours a day, 7 days a week, 365 days a year. Alepo monitors the complete system: servers, nodes, DB, and applications. In addition, Alepo tracks alarms and sends notifications and updates for critical incidents. In doing so, Alepo helps its service provider customers to reduce potentially caustic issues and downtime with rapid response whenever issues arise.

- Real-time 24 x 7 x 365 monitoring at Alepo NOC
- Incident management team for critical alarms
- Notifications and updates for critical incidents

Performance Monitoring

Performance monitoring captures potential service disruptions at the application level. For example, slower than normal transactions or intermittent transaction failures can impact performance and jeopardize the customer experience. With performance monitoring, these types of instances, which may not be normally triggered by alarms, may be discovered in advance in order to prevent service disruption.

Performance monitoring can either be combined with Alepo's alarm monitoring service or in case service providers have their own NOCs, they can still avail this service as stand-alone service.

- Real-time monitoring of application performance
- Monitoring transactions as per traffic pattern; spikes in errors or rejects reported to the team
- Monitoring performance between Alepo application and third-party systems
- Provide recommendations on capacity planning based on performance

Disaster Recovery

Disaster recovery and business continuity (DRBC) is paramount to a service provider's ability to recover swiftly and fully in the face of some major event. Alepo works to make DRBC a fool-proof plan, providing all of the necessary resources and tools to perform disaster recovery. With a dedicated onsite resource, Alepo can physically "hard" reboot or operate impacted nodes as part of the restoration process. When service providers pair this service with Alepo's backup and archiving services and database administration services, the full responsibility of the backup and restoration lies with Alepo.

- Restoration of application, database, or OS from backup in case of catastrophic failure
- Recommended dedicated onsite resource

Batch Billing Quality Checks

Savvy service providers know that billing errors can dismantle customer loyalty, overwhelm customer service centers, and cause revenue loss. With Alepo's batch billing quality checks, service providers are reassured of accurate and timely batch billing processes. Alepo provides the tool and resources to monitor the batch billing process, run and validate test batches, deliver sample invoices for quality assurance, and correct any errors or issues discovered. Service providers can delegate the billing process and setup entirely to Alepo's team for an optimal, cost-efficient process.

- Real-time 24x7 monitoring of billing process at Alepo NOC
- Delivery of sample invoices for quality assurance
- Run and validate test batches on staging systems
- Provides corrective information for errors or issues

Backup and Archiving

Data loss can have a catastrophic impact on a service provider organization. But, with regular and properly managed backups, a service provider can protect their most valuable data and quickly restore normal business processes following some failure. Alepo provides backup and archiving services, which includes creating and storing backups on a remote server, data center, or disaster recovery site. Alepo also handles the purging of old data according to the service provider's policies and employs best practices to optimize physical resources.

- Identification and execution of regular application and database backups
- Knowledge sharing and technical assistance in system restoration from backup
- Purging and cleaning of old data in order to optimize disk utilization

Configuration and Change Management

While Alepo boasts one of the most intuitive, business user-friendly product environments available on the market today, no one quite understands the full extent of the Alepo ecosystem like Alepo's own developers, analysts, and engineers. With Alepo's configuration and change management services, service providers can leverage 100% of Alepo's powerful charging, billing, CRM, and policy management platforms –today and as the business and network evolve –with end-to-end support on marketing and promotional campaigns, voucher configurations, and planned activities. In general terms, change and configuration management includes three basic services-



Manage Service

Marketing, Products, and Promotions

Alepo offers managed services to support and assist service provider clients in planning and launching new marketing campaigns, plans, and promotions. Alepo's own business consultants and analysts work alongside the service provider's marketing and product teams to understand their vision and requirements, and then they perform feasibility analysis and configuration of the plans and promotions. Whether it's a buy-one-get-one-free data promotion sent by SMS or a loyalty program based on customer referrals, Alepo can work through the entire lifecycle of the product or promotion, enabling success, rapid time to market and ROI of each inventive campaign.

This service may be purchased on an ongoing annual basis or on a per campaign basis, as required by the service provider.

Key Features

- Feasibility analysis, impact analysis, and configuration of new products and promotions
- Testing and validation of promotional plans on test and staging environments
- Launch and post-launch monitoring and reporting

Planned Activity Management

Due to the increased complexity in network and business topographies today, service providers sometimes adopt the mantra, “if it isn’t broke, don’t fix it,” which can limit the organization’s ability to adapt and respond quickly to market and technology evolutions. Alepo’s planned activity management services can help service providers to break out of that mindset by supporting the service provider’s planned activities that touch Alepo systems.

Whether the service provider wants to, for example, migrate data from a legacy system to a new one, updates a gateway or BRAS, or makes major architectural changes to its data center, Alepo can provide all required services to ensure a smooth and successful change. Alepo will provide feasibility and impact analysis and make available a team of dedicated engineers and architects during the activity.

Planned activity management services may be purchased on an ongoing basis or on a per-activity or per-project basis, as required by the service provider.

- Create procedures, roll back steps, impact and risk analysis to ensure business continuity
- Make available a team of dedicated engineers to see through the activity to success

Voucher Management

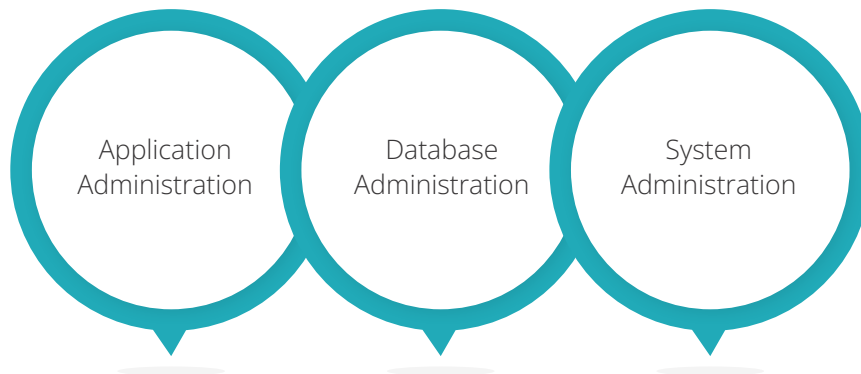
Voucher lifecycle management is fully handled by Alepo in this managed service. A powerful module, Alepo’s voucher management system enables multiple types of vouchers, either physical or virtual, including top-up or refill vouchers, bonus or promotional vouchers, one-time use vouchers, vouchers that extend the lifetime of the plan, and vouchers that enable subscribers to switch their plans. Within this service area, Alepo provides all required resources and support to configure, generate, test and validate, export, and ship voucher batches to print. Alepo also supports fraud prevention and detection methods for revenue assurance and service provider peace of mind.

- Generation of vouchers on pre-configured templates
- System monitoring during voucher generation process
- Exporting of voucher files to service provider’s printer or affiliates
- Provide 24x7 voucher recall facility in case of fraud or theft
- Assistance from Alepo to bulk update vouchers as required

Infrastructure Management Services

As service providers continue to grow, they face intense pressure to stay agile in an impulsive business environment. Alepo infrastructure management services provide all the essential resources and knowledge base necessary to

manage and maintain Alepo's solutions, servers, and databases throughout periods of growth and evolution. These services include–



Manage Service

Key Features

Application Administration

With application administration, service providers can ensure smooth operations by placing the responsibility for the daily management of Alepo's applications on Alepo's own offsite engineers. Functions related to application access, roles, settings and system configurations, and upgrades are handled entirely by a dedicated, offsite Alepo resource. In this effort, service providers can reduce the staffing and training requirements and associated costs of the daily management of these systems.

- Manage applications during planned activities or during problem
- Regular application backups
- Integration configurations with other Alepo systems and third-party systems
- Early troubleshooting
- Notifications and planning for application version upgrades

Database Administration

In database administration services, Alepo performs configuration, upgrades, monitoring, and maintenance of the service provider's databases and database servers. Under the watchful guidance of Alepo's own database administration experts, service providers can ensure optimal database performance and utilization.

- Manages database system storage allocation
- Makes recommendations on future storage requirements
- Compliance checks and recommendations per database vendor license agreements
- Controls and monitors user access to the system database
- Provides notifications for database related to EOS, EOM, EOL

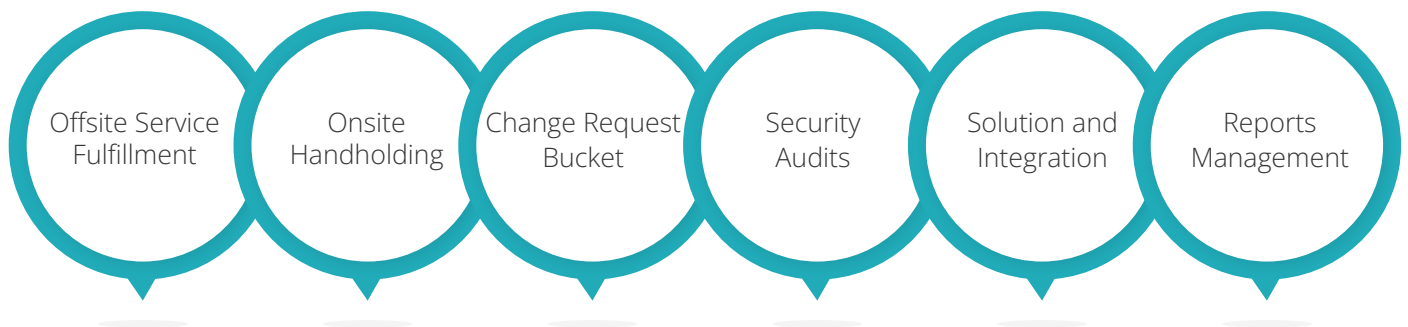
System Administration

In system administration, Alepo provides a dedicated, offsite system admin who performs all activities related to the management of a multi-user system environment such as servers. This service is usually provided as an add-on service to Alepo's application or database administration service. Alepo recommends this service if the service provider requires a single point of contact for application and system maintenance which helps in reducing costs and complexities of having multiple teams engaged on the same server.

- Alepo takes full ownership and responsibility for its servers
- Performs routine maintenance, access, operating system updates, system faults, scheduled reboots
- Carries out regular audits of systems and software

Generic Services

Alepo Generic Managed Services cover matters related to overall troubleshooting, support, change management, reporting, and ensuring service level agreements. Included are the following services–



Manage Service

Key Features

Offsite Service Fulfillment

Offsite service fulfillment is a continuation of the initial onsite handholding service, on an ongoing subscription basis. The dedicated offsite Alepo resource coordinate and track issues on behalf of the service provider, and manages network faults and events, and working alongside Alepo GTAC to resolve issues.

- Creates prioritization, workarounds, and resolution timelines in coordination with the service provider
- Updates and notifies service provider on the progress of item on a regular basis
- Initiates changes, configurations, fixes with GTAC to resolve issues

Onsite Handholding

Onsite handholding is an essential part of any Alepo project implementation as it ensures proper handover, knowledge transfer, and early support –all indicators of long-term customer success.

During onsite handholding (typically one to six months depending on the scope of the project), Alepo provides a dedicated onsite resource who has the knowledge and skillset to bring the service provider's business and technical teams to a good working level on Alepo systems, which implies that the teams are able to independently operate and perform basic functions and troubleshooting of the system. Alepo offers this service during the initial period following the launch of the project.

This service includes tasks related to various business configurations, application and system administration, limited database optimization, minor look-and-feel tweaks as possible. In addition, Alepo's onsite resource acts as a liaison between the service provider and the shared or dedicated Alepo offsite resources.

- Performs daily operations of the system in conjunction with offsite resources
- Leads on-the-job training for service provider's in-house teams

Change Request Bucket

Arguably the most popular managed service, Alepo's change request bucket affords service providers a "bucket" of man-hours to fulfill common requests and customizations on their Alepo system. Apart from core application source code changes, service providers can use change request bucket hours to fulfill change requests such as new scripts, simple integrations, email campaign setup, configuring new form fields in the agent portal, and much more. Alepo provides feasibility checks, timelines, resources, and tools required to see through all change requests to fruition.

- Fast tracks change requests through bulk purchase of hours, instead of a PO process for each new requirement or need

Security Audits

With the security audits service, Alepo performs regular security audits on the service provider's systems, looking for flaws, fraud, and loopholes that could potentially lead to a security breach. Alepo provides recommended procedures and best practices to mitigate risk and address threats.

- Regular audit of database access and privileges
- Regular audit of application access and roles
- Regular audit of the operating system and system access
- Security audit for password and inter-application communication

Solution and Integration

Solution and integration services are offered to ensure that all third-party integrations touching the Alepo system are performing correctly and are well-documented (which can be a tedious and often overlooked task for lean service providers). With this service, Alepo provides all up-to-date documentation, monitors and ensures high-performing integrations, and corresponds directly with third-party vendors whenever integration issues arise in order to expedite a resolution. New integrations and planned integration change activity may also be included if the LOE is under 100 days.

- Maintains and regularly updates all solution-related documentation, ensuring that all integration points with connected systems are accurately captured and that parameters and protocol information is up to date
- Liaises and coordinates directly with third-party vendors to ensure proper functioning of integrations
- Consults on new integrations that touch Alepo systems

Reports Management

With Alepo's report management services, Alepo is responsible for collecting, storing, and tracking critical information gathered during the course of a project. Service providers can save on the cost of training and understanding the database schema needed to create and generate reports for Alepo systems by sharing their reporting requirements and frequency of reports with Alepo. Alepo also generates new reports as requested, within the same service year as long as the level of effort is under 50 days.

- Report generation as per agreed frequency as per delivered project scope
- Option to generate new reports based on feasibility and without source code changes