

Integrating Intelliden OSS Suite with Siebel CRM – ‘Powered By FMW’



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Industry
Telecom

Oracle Products
Siebel CRM
Oracle EBS
Oracle BPEL

Intelliden Products
Intelliden R-Series®
Intelliden Dynamic
Resource Provisioning™

“Intelliden’s integration with Siebel CRM and Oracle Business Process Manager provides a standards-based solution for automated fulfillment of triple play services, and meets the performance and security of the most complex service providers”

Rahul Sachdev
Vice President of
Marketing
Intelliden Inc.

Intelliden Inc. is a leading provider of Intelligent Networking solutions that enable organizations to control, manage and scale their networks.

Partner Overview

Intelliden Inc. is a leading provider of **Intelligent Networking solutions** that enable organizations to *control, manage and scale* their networks. With Intelliden solutions, network-driven organizations can deliver next generation services, ensure compliance and completely automating network change and configuration management. Intelliden’s innovative and patented solution is the first example of truly “intelligent automation” of networking devices. It is the only solution that gives companies the real time state of the network — the key to ensuring accuracy across increasingly dynamic networks. Intelliden has been proven in global Communications Service Providers (CSPs), financial services organizations, federal government agencies and other businesses deeply dependent on their network.

Integration Solution Overview

Faced with significant competitive pressures and eroding margins, CSPs are launching bundled offerings including high speed internet, VoIP and IPTV. Successful delivery of these ‘triple play’ services depends on the ability to create targeted customized offerings for customers, and to accurately provision services based on real-time availability of network resources. Oracle’s Siebel CRM is the most popular solution for self care and sales order management among CSPs. Intelliden is the only provider of intelligent networking solutions for dynamic resource provisioning and configuration management of heterogeneous IP networks. The combination of these two leading carrier grade solutions enables automated service fulfillment from customer to network.

Flexible Integration

CSPs demand open architectures, proven solutions and high flexibility for mission critical business processes (e.g. order entry, order orchestration and service provisioning). Intelliden’s highly scalable and proven platform is built on a standards-based, web services architecture. Oracle Fusion Middleware’s Service Oriented Architecture provides a flexible and secure way to integrate Siebel CRM with 3rd party OSS applications.

Why Oracle?

Siebel CRM and Oracle E*Business Suite are the most popular applications in the telecom industry. Integration of Intelliden OSS with Siebel CRM and Oracle EBS by Oracle Fusion Middleware offers an end to end solution for best-of-breed applications with faster time to market and lower total cost of ownership. Oracle SOA solution, with the native BPEL support, supports the highest performance and security needs of telecom operators.

Essential Benefits

- Maximize service revenues, guarantee user quality of experience (QoE) and lower operational expenditure
- Standards based integration with Siebel CRM and Oracle EBS

Faster time to market and lower total cost of ownership

For additional information about partnering with Oracle, please contact us at opninfo_us@oracle.com or visit us at www.partners.oracle.com.

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