



SaskTel OSS Solutions

Provisioning / Activation / Assurance

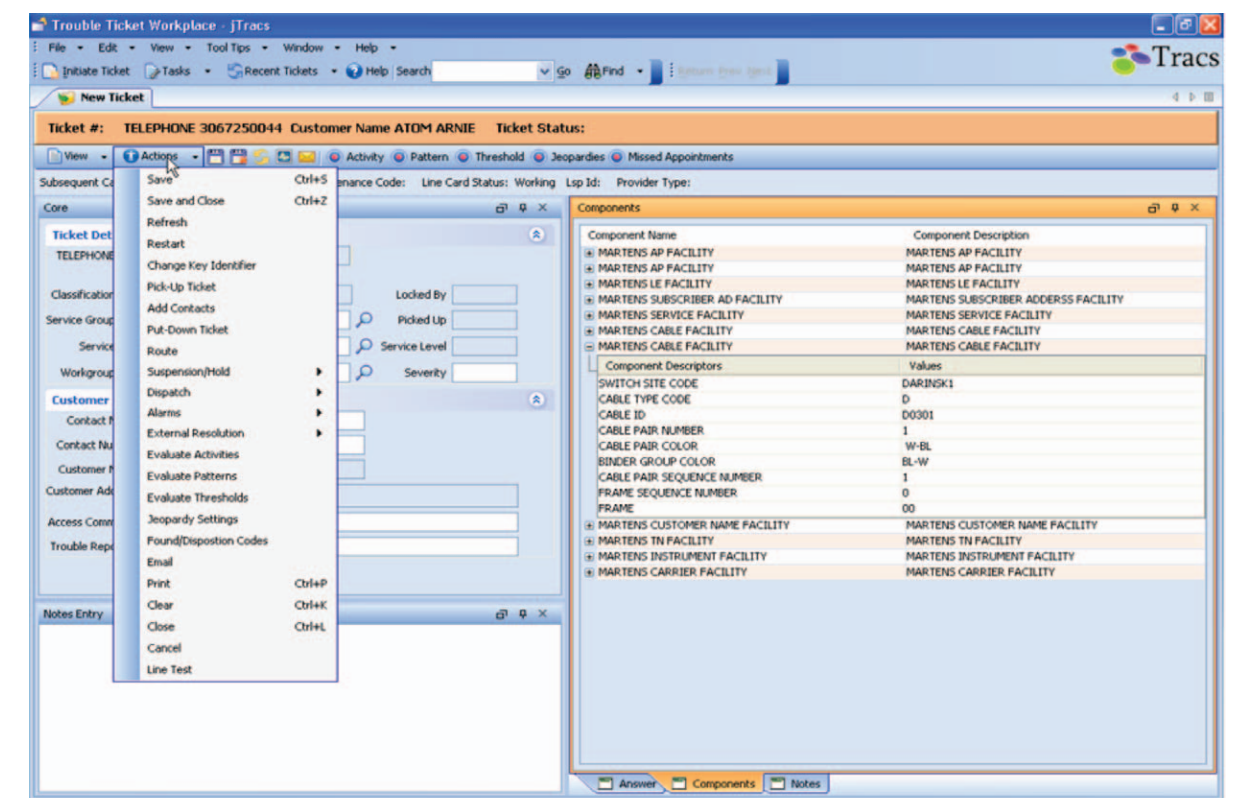
Service Assurance (Tracs)

Comprehensive trouble ticket management for your entire enterprise

SaskTel International's service assurance solution (Tracs) dramatically enhances the efficiency of your repair service operations, enabling you to quickly and effectively resolve trouble tickets and maintain lasting customer relationships. Tracs instantly accesses timely, accurate and detailed customer information so that you can efficiently administer and analyze trouble and repair records, trends and patterns.

Designed to dramatically enhance the efficiency of your repair service operations, the function-rich Java EE-based Tracs service assurance solution is comprised of the following fully integrated modules:

- Company Information – comprehensive and centralized inventory of trouble repair specific data for ticket generation
- Trouble Tickets – trouble ticket creation and processing
- Ticket Lists – trouble ticket resolution and lifecycle management with user-defined prioritization



In easy to understand, customizable windows, SaskTel International Service Assurance (Tracs) solution provides real-time management of your customers' trouble tickets and service levels.

About SaskTel International

Since 1986, SaskTel International has been helping clients around the globe lower costs and boost revenues by developing, improving, and expanding their telecommunications systems. Our solutions streamline telecommunications infrastructures in 30 countries across six continents. SaskTel International's unique position as a successful, independent, operating telecommunications company allows us to effectively serve the global marketplace by providing best-in-class, unbiased solutions to our customers.

From leading edge OSS Solutions to professional consulting with our ICT division, we can help you achieve your strategic goals and grow your business. SaskTel International's head office is located in Regina, Saskatchewan, Canada and is home to our OSS Solutions and ICT Consulting divisions.

For more information, contact:

SaskTel International Division
 2550 Sandra Schmirler Way
 Regina, SK S4P 3Y2
 Canada
 Toll-free in US & Canada: 1-877-242-9950
 Email: sasktel.international@sasktel.com
www.sasktelinternational.com



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Service Assurance (Tracs)

Features

- Real-time integration to other applications including workforce management, external facility management systems and external knowledge bases.
- Accurate and detailed customer information including repair ticket information based on real-time views of how the customer is provisioned and the services used.
- Real-time access to all customer service records including access to up-to-date information of all related facilities, plus pending and historical service order activity.
- Automatic detection of emerging facility based repair patterns allows you to proactively resolve unexpected service outages.
- Planned facility activity allows for a pro-active customer response if a planned facility activity becomes a service-affecting problem for your customer.
- Audit logs provide complete, detailed information on all activities that occurred through the lifecycle of the ticket.
- Define and monitor service levels, strengthening customer relationships.
- Company defined alarm settings based on severity of trouble ticket and service level agreement to allow proper escalation of the trouble ticket.
- Real-time, on-demand or scheduled automatic line testing capabilities ensure timely response and repair to identified problem areas within your network.
- Trouble ticket jeopardy levels: management by exception to ensure customer commitments through jeopardy levels for dispatch and appointment times, ticket closing intervals.
- Comprehensive analysis capabilities to track critical analysis information including report types, ticket source, out-of-service indicator, priority, special studies, user-defined codes, found and cause codes, and service level agreements.
- Extensive search capabilities for the retrieval of tickets by extensive trouble ticket data including facilities, dates, and wildcard searching capabilities.
- Repeat and subsequent call processing that eliminates miscommunication between customer and service provider when multiple trouble reports are generated against the same service.

Application Servers

- JBoss
- WebLogic

Databases

- DB2
- ORACLE
- MySQL

Operating Systems

- Red Hat Linux
- AIX
- Solaris

Client

- Rich Java client running on Windows XP and newer
- Any platform running Java

Integration

- XML over HTTP and JMS to third party applications
- String format over HTTP or JMS to third party applications for backwards compatibility
- Web Services to third party applications
- Direct integration to SI Inventory and Provisioning module
- Direct integration to SI Activation and Order Management module
- Direct integration to SI Wireless Provisioning module

Professional Services

SaskTel International's work doesn't end with the product. We can also assist you with implementing and deploying the product, help you integrate it into your existing infrastructure, and provide expert consulting, plus ongoing support and training.

We offer:

- Implementation consulting
- Integration services
- Operating environment consulting
- Project management
- Tier 1 support
- Tier 2 support
- Business process outsourcing
- Software as a Service