

## Service Management – Loki Provisioning

The capability to introduce new services and subscribers is essential to any communications provider. The Service Provisioning offering from SIPHON Networks, based on the Leonid Systems Loki™ solutions, introduces operational support platforms to deliver improved business process efficiency in ITSP networks – accelerating the time to market for services and reducing the total cost of ownership.

Loki™ Provisioning is a subscriber management platform for BroadSoft BroadWorks which offers both an operator web interface and a Web Services API to interface to existing OSS and CRM systems. The solution simplifies all aspects of a complete provisioning process such as device, subscriber and service generation, number allocation, and messaging account creation; all at a fraction of the costs of traditional OSS systems.



### Key Benefits

**Allows bulk working:** users can be provisioned one-by-one or in large groups with the same effort.

**Reduced provisioning effort:** Loki introduces the concept of templating which allows customers to be created with a pre-defined set of service packs, group service allocations, call policies and schedules.

**Encouraging standardisation:** The use of templates and bulk provisioning helps ensure that all users are created according to well defined standards which guarantees a uniform user experience and reduces operator error.

**Allowing offline data collection:** user details can be collected offline by non-technical staff using a simple Excel spreadsheet which can then be imported directly into Loki Provisioning without the need for double entry of data.

### Key Features

- Creation and deletion of users, groups, enterprises and devices
- Allocate and assign telephone numbers
- Create and use group templates
- Assign services and service packs
- Create users directly from a spreadsheet
- Create group services:
  - Auto Attendant
  - Call Center
  - Call Pickup Group
  - Hunt Group
  - Trunk Group
  - ...and more
- Fully reseller enabled
- Full Web Services interface for system integration
- Integration with unified messaging platform

Loki Provisioning is designed to be deployed alongside the complementary Loki Portals product to provide a complete provisioning and service management system.

### About SIPHON Networks

SIPHON Networks is a leading European supplier and integrator of VoIP and Unified Communications systems. As well as supplying the Loki Provisioning system, our team of experienced communications engineers provide a full consultancy service to help bring your Loki Provisioning system into service.