

ICOMS

Services and Applications



 Zentive

SOLVING COMPLEX BUSINESS AND TECHNOLOGY CHALLENGES HEAD ON

ABOUT US

Zentive is a professional services and software company offering technical and strategic advice and support across the cable, satellite and mobile broadband sectors.

Founded in 2004, we have grown into a globally recognised company, servicing wide-ranging international clients that include quad play operators such as Virgin Media, Time Warner and Unitymedia, Germany's second largest operator.

With offices in the UK and the US we pride ourselves on encompassing a wide number of practices in the service providers' OSS/BSS platforms, with a specialised knowledge in the components that make up the ICOMS API - namely Connection Manager, API Gateway and API macros.

Our in-depth understanding of core ICOMS has proved invaluable to our clients with the deployment of cellular wireless being one of our most recent engagements.

ICOMS PROJECTS AND EXPERTISE

- ICOMS for cellular phones
- ICOMS for core products (video, data, wireline telephony)
- ICOMS API handling integration complexities
- ICOMS API performance tuning
- Transaction efficiency using ICOMS API macros
- Digital TV provisioning interface for ICOMS TO Nagravision
- ICOMS core configuration
- ICOMS inventory and service integrity
- ICOMS payment processing
- ICOMS conversion and data migration management
- Web Portal integration with ICOMS including product catalogue

PROGRAM AND PROJECT MANAGEMENT

- Supporting and mentoring third party application platform providers
- Computer telephony integration (CTI) and interactive voice response
- End to end Nagravision DTV implementation
- Specific requirements for integrating with ICOMS within Web Self Care and Web Sales portals

ARCHITECTURE, DESIGN, AND DEVELOPMENT TEAMS

- Acknowledged experts in ICOMS, Connection Manager, API Gateway and API Macros
- Web Self Care and Web Sales portals
- ICOMS API Development consultancy
- Designers of Product Catalogue for multi-service MSOs

BUSINESS ANALYSIS AND PROCESS ENGINEERING

- ICOMS API for enterprise web services
- Statement redesign, statement presentation and billing process.
- In depth analysis for core ICOMS configuration (cellular, wireline, data, and video)
- Process design for ICOMS data provisioning and interfaces
- ICOMS finance and marketing reporting tools

We offer a wide range of technical solutions and business services to support our clients, simplifying the process of technical delivery and integration, whilst providing the benchmark for reliability, quality of service and support along the way.

Zentive maintains its own software programs which enables our clients complete control over cost, whilst allowing them access to some of the best technology solutions available on the market.

Our competencies also extend across the spectrum of the entire network value chain meaning our team stays totally focused on simplifying the technical and commercial complexities of integration and platform deployment at every level.

We are also able to complement our clients' partners or suppliers through our product portfolio and experience in other operational areas, all with enterprise grade reliability.

With technology, expertise, and a wide range of services, together with our market experience, mature operator relationships and knowledge, all combining to reduce our clients' time-to-market - benefiting them today but also ensuring their success in tomorrow's innovations.

Find out more about our services and solutions by visiting www.zentive.com or contact us so we can demonstrate how we can help your business.

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