

Cable OSS Vendor Analysis

During 2003, Kinetic Strategies conducted in-depth interviews with executives from more than 20 cable OSS vendors, as well as top MSOs, to gauge each supplier's solution capabilities. Each cable OSS vendor was asked to explain its level of support for specific product requirements within the previously defined seven key functional areas:

- Service Management
- Provisioning/Service Fulfillment
- Network Management
- Customer Management
- Mediation
- Service Assurance
- Value Added Services

For each requirement, vendor *Solution Capabilities by Functional Area* are rated as providing *Support*, *Limited Support*, or *No Support*, and then assigned a weighted numeric and percentage score accordingly. The meaning of these ratings can vary by functional area, but generally the following hold definitions true:

- *Support* means the vendor generally meets comprehensive requirements for the functional area and has successfully deployed this capability with a cable operator.
- *Limited Support* means the OSS vendor meets a majority of capabilities associated with the functional area and has successfully deployed this at a cable operator, at least on a limited basis.
- *No Support* means that either the OSS vendor has not yet fully deployed this capability with a cable operator or its solution only supports a small portion of the overall capabilities listed.

Additionally, each vendor was evaluated for its *Solution Capabilities by Network Element*, including Protocol Servers and Management Tools, as well as specific service-enabling infrastructure elements for High-Speed Data, Cable Telephony, Home Networking, and Video. For each area, the vendor solution was rated as Shipping, in Field Trials, offered through a

Weighted Numeric and Percentage Score

Solution Capabilities by Functional Area	
Rating	Value
Full Support	6
Partial Support	3
Not Supported (-)	0

Solution Capabilities by Network Element	
Rating	Value
Shipping	6
Field Trials	4
Partnership	3
Lab Testing	3
Proof of Concept	2
Under Analysis	1
Not Supported	0

Partnership, in Lab Testing, at a Proof of Concept stage, Under Analysis, or Not Supported, and assigned a weighted numeric and percentage score accordingly.

Finally, weighted scores were averaged to provide a total score for both the *Solution Capabilities* by *Functional Area* and *Solution Capabilities* by *Network Element* categories.

Sample Vendor Analysis

Solution Capabilities by Functional Area

Service Management	
Product Catalog	-
Product Configuration (org)	Partial Support
Product Configuration (tech)	Full Support
Offer Management	Full Support
Order Management	-
<i>Subtotal Score</i>	15
<i>Score as % of Total</i>	50%
Provisioning	
Qualification/Installation	Partial Support
Provisioning/Activation	Full Support
Self-Registration	Full Support
Multi-ISP Access	Full Support
<i>Subtotal Score</i>	21
<i>Score as % of Total</i>	88%
Network Management	
IP Address Management	Full Support
Network Inventory	Partial Support
Total Network Control	-
<i>Subtotal Score</i>	9
<i>Score as % of Total</i>	50%
Customer Management	
Customer Management	Partial Support
Account Management	Partial Support
Fraud Management	Partial Support
<i>Customer Management Score</i>	9
<i>Score as % of Total</i>	50%
Mediation	
Billing Mediation	Partial Support
CRM Mediation	Partial Support
<i>Subtotal Score</i>	6
<i>Score as % of Total</i>	50%
Service Assurance	
Status Monitoring	Full Support
Service Assurance/Quality	Partial Support
Diagnostics & Troubleshooting	Partial Support
Client Experience Monitoring	-
<i>Subtotal Score</i>	12
<i>Score as % of Total</i>	50%
Value Added Services	
Custom Integration Services	-
Managed Services	-
Point Solutions	Partial Support
<i>Subtotal Score</i>	3
<i>Score as % of Total</i>	17%
Total Score	75
Total Score as %	52%

Solution Capabilities by Network Element

Protocol Servers	
Provisioning Servers (DHCP, etc.)	Shipping
SNMP (v1, v2c, v3) Services	Shipping
KDC Services	Shipping
<i>Subtotal Score</i>	18
<i>Score as % of Total</i>	100%
Management Tools	
Firmware Management	Shipping
QoS and SLA Management	Under Analysis
<i>Subtotal Score</i>	7
<i>Score as % of Total</i>	58%
High-Speed Data	
Legacy Telco Return Modems	-
Legacy Cable Modems	Shipping
DOCSIS 1.0	Shipping
DOCSIS 1.1	Shipping
DOCSIS 2.0	Lab Testing
Virtual Private Networking (VPN)	-
<i>Subtotal Score</i>	21
<i>Score as % of Total</i>	58%
Cable Telephony	
HFC Circuit-Switched Telephony	Proof of Concept
IPDT (GR-303 hybrid VoIP)	Shipping
PacketCable VoIP	Shipping
<i>Subtotal Score</i>	14
<i>Score as % of Total</i>	78%
Home Networking	
CableHome 1.0	Field Trials
<i>Subtotal Score</i>	4
<i>Score as % of Total</i>	67%
IP Multimedia	
Gaming/Multimedia (PacketCable 2.x)	Proof of Concept
<i>Subtotal Score</i>	2
<i>Score as % of Total</i>	33%
Video	
Proprietary Set-Top Boxes	-
OpenCable Set-Top Boxes	Under Analysis
Interactive TV (iTV)	-
Video on Demand (VoD)	-
<i>Subtotal Score</i>	1
<i>Score as % of Total</i>	4%
Total Score	67
Score as % of Total	56%