



Solution Highlights

Comprehensive Service Provisioning

- Automatic activation of services
- Integration with diverse environments
- Enter data once and provision it anywhere

High-speed, automated provisioning for multiple services

Provisioning is a key step of the MIND-iPhonEX service fulfillment process, in charge of the creation and activation of the multiple services on the network.

MIND-iPhonEX meets today's provisioning challenges with operational excellence

MIND-iPhonEX is a proven billing and customer care solution, servicing millions of subscribers worldwide, providing comprehensive provisioning to meet today's challenges.

MIND-iPhonEX's automated provisioning maximizes customer satisfaction and enables a quick deployment of revenue-

MIND-iPhonEX[®]
Billing & Customer Care

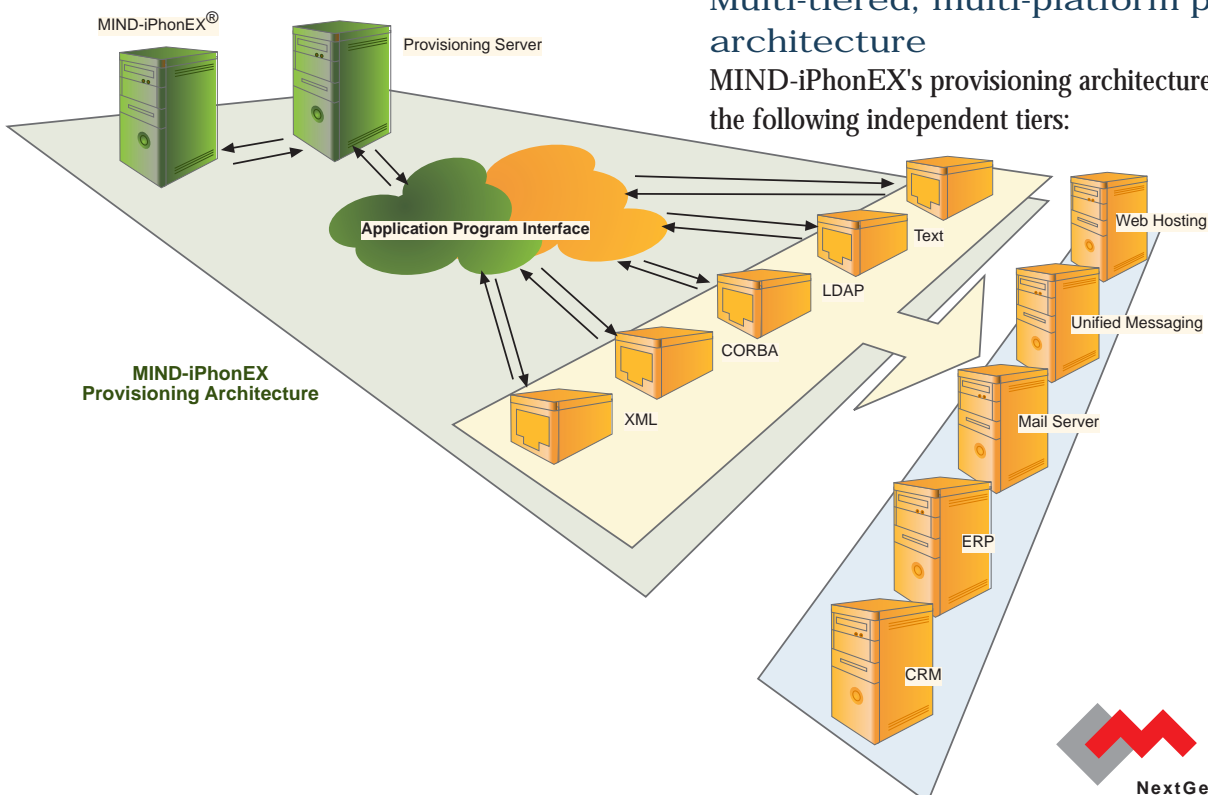
generating services, while achieving operational efficiency by optimizing network use and eliminating costly manual tasks.

The MIND-iPhonEX database contains valuable information regarding accounts details, services information, identification and personal data that can be provided in real time, on demand, or when there is an information change to any external system.

MIND-iPhonEX provides interfacing with a wide variety of network elements, such as: multimedia servers, softswitches, Mobile HLR/VLR, cable modems and ADSL management systems. The solution is deployed in diverse multi-vendor environments, including: wireless, cable and ADSL, enabling the automatic activation of services while reducing service providers' costs and manual work amount. Provisioning is carried out through different methods, including XML, LDAP, CORBA and text files, or via specific vendor APIs and protocols.

Multi-tiered, multi-platform provisioning architecture

MIND-iPhonEX's provisioning architecture is comprised of the following independent tiers:



Provisioning Server - Java-based, multi-platform for maximum interoperability. The server tracks any change in the billing system data and prepares the provisioning information required by each driver.

Provisioning Drivers - interact with the provisioning server to provide data in the exact format and protocol required by each network element, operational server, back-office system or other third party entity.

Provisioning API - supplies various functions for the driver's setup, registration and activation, retrieval of the relevant information and update of the provisioning status.

Dynamic provisioning process

The multi-platform MIND-iPhonEX provisioning server is JAVA-based and therefore OS independent. All the provisioning activities are executed on the server with a built-in fail-over mechanism.

The provisioning server contains each account's relevant data and the services that may be required by any network element. The provisioning drivers act as clients, either local or remote. Each driver translates the information to the exact format and transfers it to the target system. The solution tracks the provisioning status and success, all results are written to the database, so all rejections are detected and handled.

With every creation, change or deletion of an account or the details of its services, the relevant information is saved on the server until provisioned to all registered drivers. An XML document with the relevant information is then prepared and transferred to the driver according to the registration parameters.

Built-in provisioning drivers

MIND-iPhonEX supports the following

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standard formats and protocols:

LDAP - any LDAP directory server, such as Microsoft's Active Directory and Netscape's LDAP server.

XML - the emerging inter-application format using SOAP as the transmission protocol.

Text files - simple CSV ASCII files, to be processed by a third-party application.

Real-time provisioning through proactive mediation

In addition to the provisioning mechanism described above, MIND-iPhonEX provides essential service parameters to the network elements (e.g. a VoIP gateway or an access server) in real time upon session initiation.

The MIND-iPhonEX billing and customer care solution supports real-time protocols, such as RADIUS, to enable on-line activation of new services and setting different parameters for a service per session. MIND-iPhonEX's built-in real-time AAA (Authentication Authorization and Accounting) server enables real-time provisioning of VPN, QoS and other critical services and parameters.

Quick, easy and accurate provisioning

Keeping up with the variety and ever-growing number of available services such as VoIP, VPN, broadband and wireless and provisioning these services to different target systems over complex networks and protocols are the main challenges facing the provisioning of new services. In addition, a service provider's network typically consists of equipment from a variety of vendors supporting different protocols and formats. MIND-iPhonEX's advanced provisioning architecture gives service providers quick, easy and accurate provisioning today, for tomorrow's market challenges.

Headquarters
MIND CTI Ltd.
P.O.B. 144
Yoqneam, 20692
Israel
Tel: +972-4-993-6666
Fax: +972-4-993-7776
E-mail: sales@mindcti.com

U.S. Office
MIND CTI Inc.
777 Terrace Ave.
Hasbrouck Heights,
New Jersey 07604
Tel: +1-201-288-3900
Fax: +1-201-288-4590
E-mail: sales@mindcti.com

U.S. Office
Sentori Inc.
12211 Plum Orchard Drive,
Suite 320
Silver Spring, MD 20904, USA
Ph: +1-301-572-1100
Fax: +1-301-586-8680
Toll Free (US): 1-877-736-8674-

Romania Office
MIND Software Srl.
Sos. Pacurari Nr. 127
Iasi 6600
Romania
Tel: +40-232-258177
Fax: +40-232-244500
E-mail: sales@mindcti.com



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www.mindcti.com