TIBCO® Fulfillment Provisioning is a service provisioning and activation application for communication services providers (CSP). Part of a complete “concept to cash” fulfillment orchestration solution, TIBCO Fulfillment Orchestration™ Suite, this solution uses a comprehensive service definition model to automate allocation of network resources and activation of network and IT platform services.

**FUNCTIONS**
- Fulfillment Provisioning automates the end-to-end lifecycle of service orders received from TIBCO® Fulfillment Order Management or other applications, such as billing systems.
- Functions include order validation, order decomposition, orchestration, and network activation. The solution decomposes service orders into resource orders that are executed by network elements and service platforms.

**TIBCO Fulfillment Provisioning** aligns to the enhanced Telecom Operations Map (eTOM) for service and resource order management processes and uses a comprehensive shared information (SID) model to define customer- and resource-facing services. As part of the TIBCO Fulfillment Orchestration™ Suite, Fulfillment Provisioning is tightly integrated with TIBCO® Fulfillment Order Management and TIBCO® Fulfillment Catalog, together providing a complete fulfillment solution.

**BENEFITS**
- Provisions and activates any customer type (including residential, corporate, post-paid, and pre-paid), network access technologies (including wireless/LTE, wireline broadband, PSTN, and NGN/IMS), and services including high-speed internet, voice, TV, and content.
- Supports customer growth and reduces IT cost with high performance (high volume, low latency), scalable, and future-proof architecture.
- Improves the customer experience with instant zero-touch provisioning, customer self-care, and network auto-provisioning.
- Reduces time-to-market through model-driven enforcement and automation of provisioning activities consistent with services, resources, and order rules and constraints.
- Supports fast service rollout with hot deployable service catalog.
- Eliminates revenue leakage caused by network and inventory discrepancy by reversing all changes made by incomplete provisioning orders.

New technologies and network architectures such as next-generation networks allow operators to quickly create blended, bundled, and converged products and services. That’s great – but it’s only the beginning. You must also provision underlying services across different network technology domains, enable subscribers to directly administer service settings or drive service activation, and define and manage a large number of products.

TIBCO Fulfillment Provisioning–Broadband and TIBCO Fulfillment Provisioning–Mobile provide agile and flexible applications for reliably automating the delivery of high value, high demand, complex, and converged services to customers faster and more securely than ever before. Fulfillment Provisioning extends connectivity and workflow capabilities and combines with a powerful hot-deployable rules-based service catalog that seamlessly enables support of conventional and convergent networks.

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This telecom solution has been deployed and hardened by CSPs around the world, integrated into a wide variety of IT systems on more than 300 network and value-added services (VAS) platforms. It has been deployed by emerging and leading telecom providers in both new and established markets.
**Design Characteristics**

- Design environment graphically models processes associated with service activation.
- Activation process modeling is resilient to network changes so that introducing new equipment, new versions of existing equipment, or a new instance of existing equipment does not change the process.
- Service offerings can be exposed to multiple upstream systems with no impact on processes.
- Catalog configuration environment defines service characteristics, composition structure, provisioning policies, and activation process attachment (all exercised at runtime for dynamic development of final provisioning process).
- Scripting language provides fast implementation of configurable behavior.
- Configurable, easy-to-upgrade network and operations support system (OSS) connectivity includes a large library of domain protocols.

**Provisioning Infrastructure**

- Hot-deployable versioned service catalog
- High-performance architecture supports massive parallel execution and low latency
- High-performance telecom domain adapters with high level of control and configuration (flow, prioritization, reconnection and time-out mechanism, and network failure queuing and resubmission)
- Highly scalable and available by node addition

**Key Features**

- Semantic and catalog validation of service orders
- Pre-defined domain capabilities including order sequencing, scheduling, prioritization, and duplicate detection
- Dynamic catalog decomposition of service orders into plans of execution
- Provisioning plans orchestration that handles complete rollback
- Activation process execution resilient to network failure or abnormal behavior
- Order management graphical user interface to search, consult, repair, suspend/resume, and cancel orders
- Design and development environment to model processes associated to services actions
- Extended support of complex zero-touch provisioning flows
- Provision for activation/de-activation and resume/suspend/update
- Provision for barring/unbarring, audits/hot-line, and service parameterization/self-care
- Support for network discovery, network configuration, and network driven auto-provisioning
- Support for number portability and prepaid management
- Web front-end order management for system operations management
- Support of TMF OSS/J Order Management Web Service API
- Out-of-the-box integration with Fulfillment Catalog to export and synchronize customer facing service specifications
- Out-of-the-box integration with Fulfillment Order Management for transparent end to end order fulfillment and supervision

**About TIBCO**

TIBCO Software Inc. (NASDAQ: TIBX) is a provider of infrastructure software for companies to use on-premise or as part of cloud computing environments. Whether it’s efficient claims or trade processing, cross-selling products based on real-time customer behavior, or averting a crisis before it happens, TIBCO provides companies the two-second advantage® – the ability to capture the right information, at the right time and act on it preemptively for a competitive advantage. More than 4,000 customers worldwide rely on TIBCO to manage information, decisions, processes, and applications in real time. Learn more at www.tibco.com.