



Data Service Provisioning

Creating and activating services rapidly is a key requirement when fulfilling customer services on a timely basis. NTG Clarity's Data Service Provisioning product automates the complex process of creating and activating data services over multi-vendor, multi-technology networks. This solution is coupled with the Network Discovery solution to maintain the network resources and utilization, and to facilitate accurate end-to-end circuit and service design. It allows the service providers to quickly realize revenue while dramatically improving customer service and reducing costs.

Business Benefits

The following business benefits are supported by the Data Service Provisioning product:

- ◆ Reduced time and costs through the automation of manual provisioning
- ◆ Faster time to service
- ◆ Improved customer service competitiveness

Product Features

Data Service Provisioning offers end-to-end provisioning of data services:

- ◆ Over multi-vendor, multi-technology networks
- ◆ Automated service creation and activation with accurate service and network information from network directly via auto-discovery
- ◆ Built-in automated routing with override capability
- ◆ Service profiling to provide templates for service configurations and customer service level agreement and QoS parameters

Data Service Provisioning includes the following components:

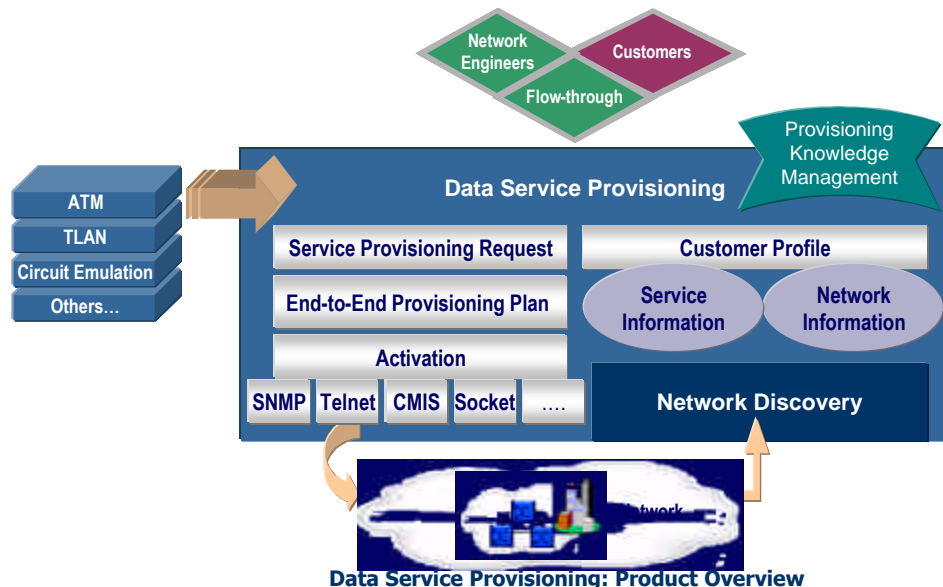
Provisioning and Service Activation provides web-based provisioning wizards that speed the process of end-to-end service configuration while allowing highly repeatable and error-free service provisioning. The provisioning can use pre-defined service profiles with service and network configuration parameters. It is integrated with service design with accurate network data and enables service delivery from days or weeks to minutes.

It automates the design and provisioning of end-to-end service paths across multiple managed networks. Its built-in service design logic determines service paths based on network capabilities such as ports, links, nodes, bandwidth and number of routes, and present options for selection or confirmation. The service is then provisioning end-to-end over the multi-vendor multi-technology data networks, along with data integrity checks and enabling of service monitoring for SLA. It also provides de-provisioning capability to change or remove existing services and perform network configuration on the impacted network resources.

Service Profiling maintains service profiles that contain all service configuration and monitoring parameters. The service configuration parameters support the service activation while the monitoring parameters can be used in the Service Assurance for customer SLA. The service profiles can be created using the web-based GUI along with an overall view of the network topology and service parameters for customers. The network technologies that can be supported are ATM, SONET, Frame Relay, IP with services ranging from VPN, T1, VLAN, TLAN, DSL and others.

Systems and Network Integration can support flow-through activation, enable service assurance for provisioned services, and provisioning with accurate configuration data directly from the network using the Network Discovery product.

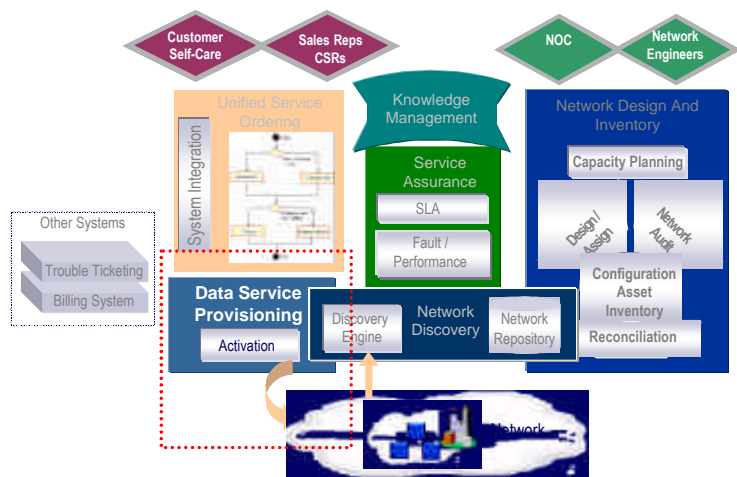
Provisioning Knowledge Management facilitates provisioning team knowledge sharing and productivity with collaborative communications including Messaging Board, Discussion Form, FAQs and Team Directory.



NTG Clarity Product Suite Overview

NTG Clarity also offers Data Service Provisioning as part of its end-to-end software suite.

The products in the suite can be implemented individually, or integrated in the suite or with other operations support systems.



NTG Clarity End-to-End Software Product Suite

The following are brief overviews of the other products in the suite.

Unified Service Ordering: As a service provider, enabling the sales force and customers with direct ordering provides the competitive advantage.

This product offers rapid service modeling and flexible order captures by different channels. Its order entry and order management are enabled with the scalable J2EE / XML technologies. It can be integrated with flow-through service activation and billing while providing centralized customer information and service catalogue.

Network Design and Inventory: The service provider must leverage existing networks and continue to build new networks for offering competitive services. This product improves every aspect of networks, from planning, design to ongoing maintenance. Its deep discovery capability supports network audit for data integrity for keeping accurate inventory and facilitating engineering design.

Network Discovery: Maintaining an accurate network inventory can be time-consuming and costly, but it is essential to have in order to deliver services properly. The Network Discovery product, also used as the common component embedded in other products in the suite, is the answer to keep track of the network resources directly from the network, both at the physical and logic level in an automated interface.

Service Assurance: The service provider must ensure the quality of customer services. This product proactively tracks; correlates network events and alerts with customers. It supplies the network and service assurance through fault and performance to meet customer service level agreement.

Knowledge Management: The service provider needs to be efficient with operations when delivering services. This product provides a centralized portal to facilitate knowledge management, collaborative communications, and document management. It is the information repository, with easy to use web access, integrated with multimedia contents identified by the service provider.

Software Implementation Services

NTG Clarity provides software implementation and integration services that cover the full life cycle of solution implementation with key activities in:

- ◆ Project Management
- ◆ Requirements Analysis
- ◆ Functional and Architecture Design
- ◆ Customization, Integration and Implementation
- ◆ Documentation and Training
- ◆ Installation, Configuration and Performance Tuning
- ◆ User Acceptance Testing
- ◆ Support and Maintenance

Who is NTG Clarity?

- ◆ Full Service and Quality Networking Company
- ◆ #4 Fastest Growing Company in Alberta for 2001
- ◆ Publicly trading on the CDNX under symbol NCI
- ◆ Established in 1992
- ◆ Offices in Toronto, Montreal, Calgary, Vancouver, US and Egypt
- ◆ Experienced in developing and delivering enterprise and telecommunications solutions

Why NTG Clarity?

- ◆ Specializes in networks and network applications
- ◆ Guarantees results and willing to share the risks
- ◆ Client Centric
- ◆ Help evolve and maintain your environment while phasing out old technology applications
- ◆ Flexible engagement model



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Network Software Solutions.

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