



NTS Operations Support System

Executive Briefing

Overview



- NTG Clarity Inc.
- Carrier Service Provider (CSP) industry trends
 - History and role of OSS systems
 - Key OSS drivers today
- NTS overview
- Making the right OSS decision

About NTG



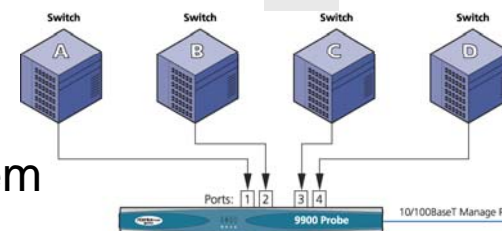
- Telecom and IT infrastructure solutions provider
- Serving Telecom, Utilities, Enterprise and Government sectors since 92.
- Offices and operations in Canada (Toronto), Egypt (Cairo, Aswan), Kuwait, Algeria, Saudi Arabia and USA
- 150 IT and Network professionals
- Track record in designing, developing, and supporting advanced OSS and e-business solutions
- Listed on TSX Venture

NTG Core Businesses



■ Product Development

- NTS OSS
- Smart2Go E-Business System



■ Professional Services

- Network Services
- System Integration
- Security



■ Training Services

- Networking
- Security



Our Clients Include



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Key Trends in the Carrier Service Provider Industry and Their Impact on OSS Systems

CSP Industry Trends



- Deregulation, strengthening competitive environment
- Convergence of network technologies around IP
- Emergence of new services crossing traditional silo boundaries (e.g., IPTV, voice mail to email, VOIP)
- Accelerated development and launch of niche services
- Customer expectations for customized, reliable (SLA) and well managed services
- Investment in next generation OSS, movement away from legacy systems

CSP Perspective on OSS has Shifted ...



Historical

Monopolies

- ◆ Guaranteed rate of return
- ◆ Government bureaucracies
- ◆ Inefficiency is rewarded

OSS Perspective

- ◆ Isolated databases
- ◆ Asset management
- ◆ Work flow management
- ◆ Supports services
- ◆ Cost centre



Today

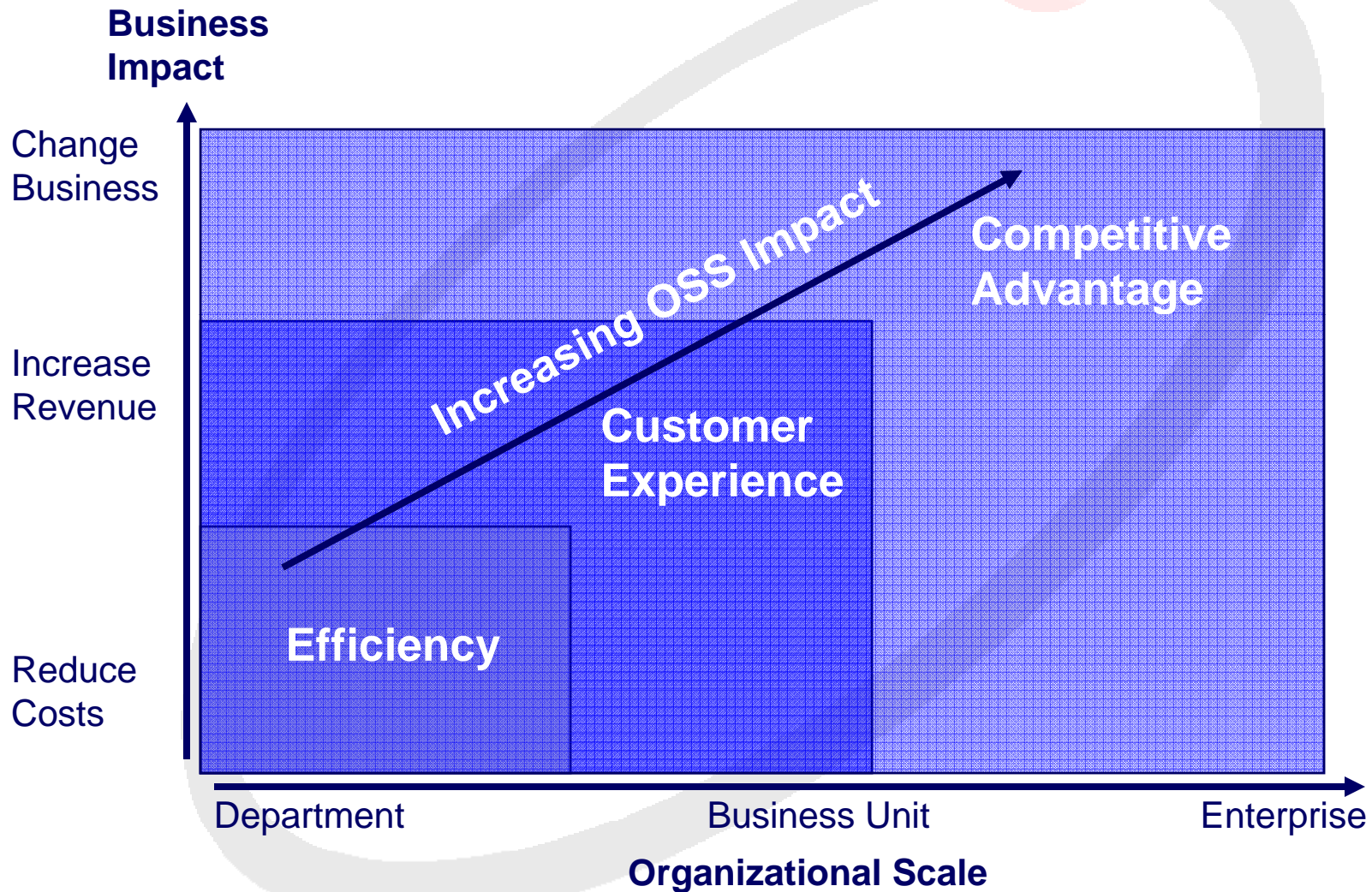
Competition

- ◆ No financial guarantees
- ◆ Fight for market share
- ◆ Efficiency yields profits

OSS Perspective

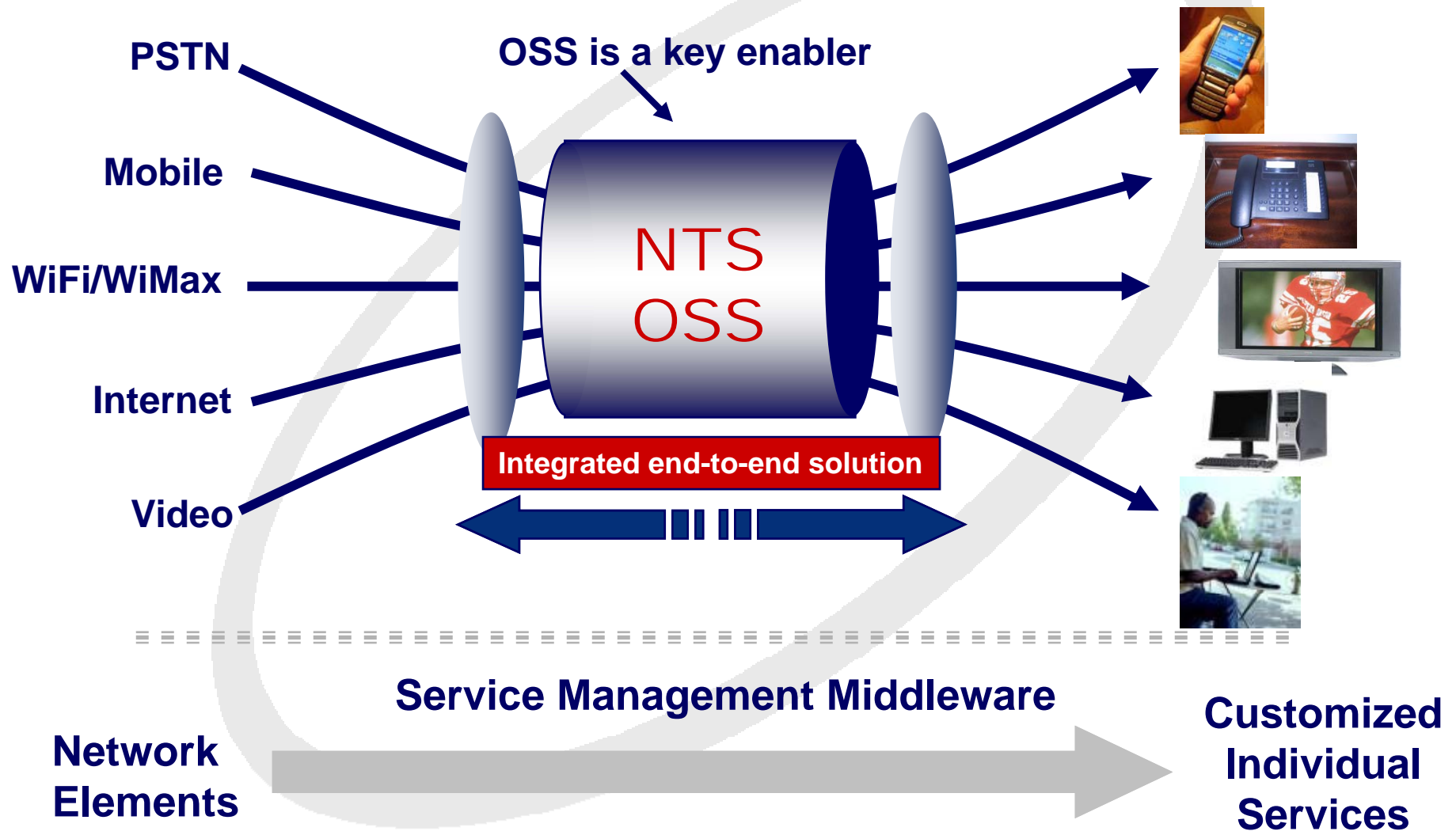
- ◆ Integrated with ERP system
- ◆ Asset optimization
- ◆ Enhanced customer experience
- ◆ Enables and supports services
- ◆ Strategic investment

Quantum leaps in OSS transformation ...



... enable business transformation and competitive advantages.

Convergence and Divergence





NTS Overview

Key Features of NTS

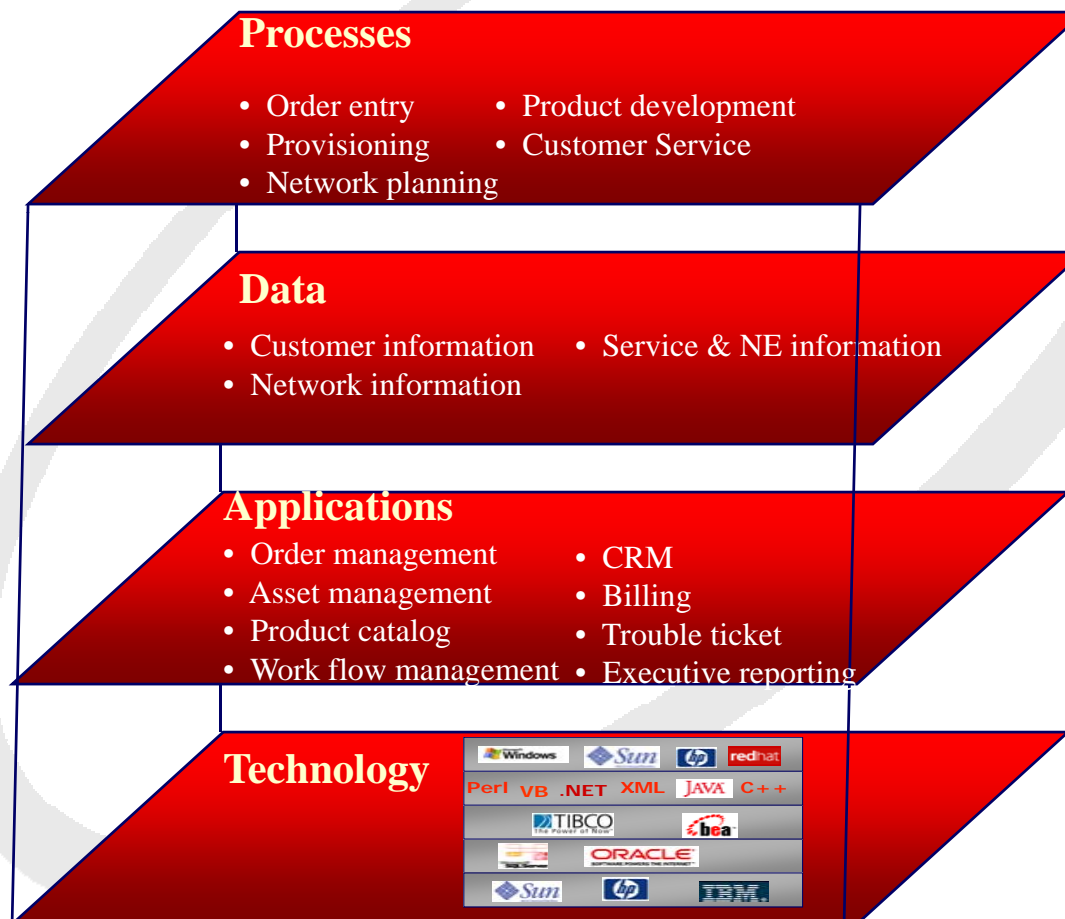


- NTS is an enterprise-wide OSS solution that seamlessly integrates CSP's operations and networks, enabling the delivery and support of existing and next generation services to their customers.
- Flexible and scalable architecture
- User friendly, self explanatory screens
- Easily configured to match desired CSP processes
- Enables complex, bundled service offerings
- Integrated management and executive reporting
- Modular – can be integrated with existing systems
- Built on robust, proven technology platform

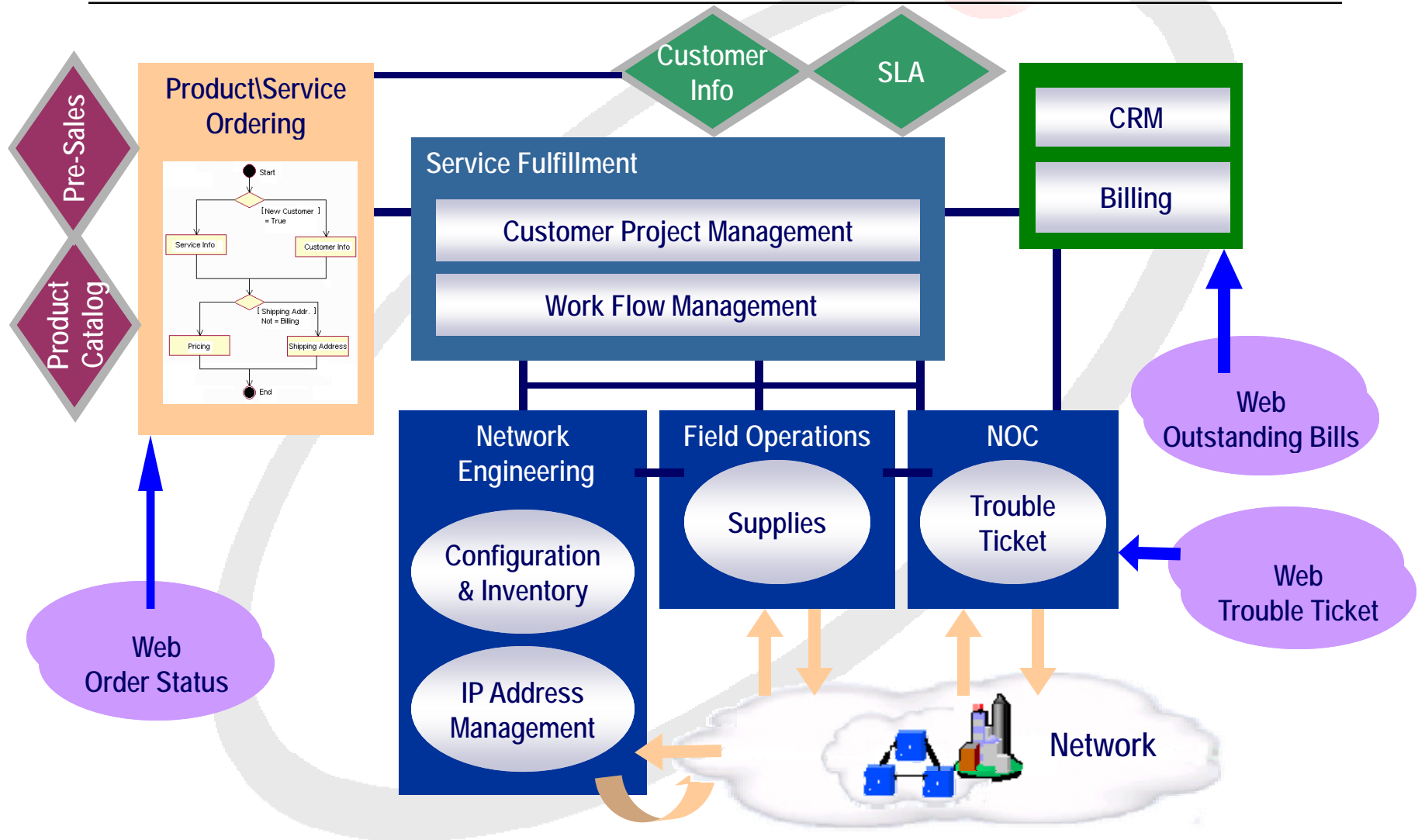
NTS Business Level Architecture



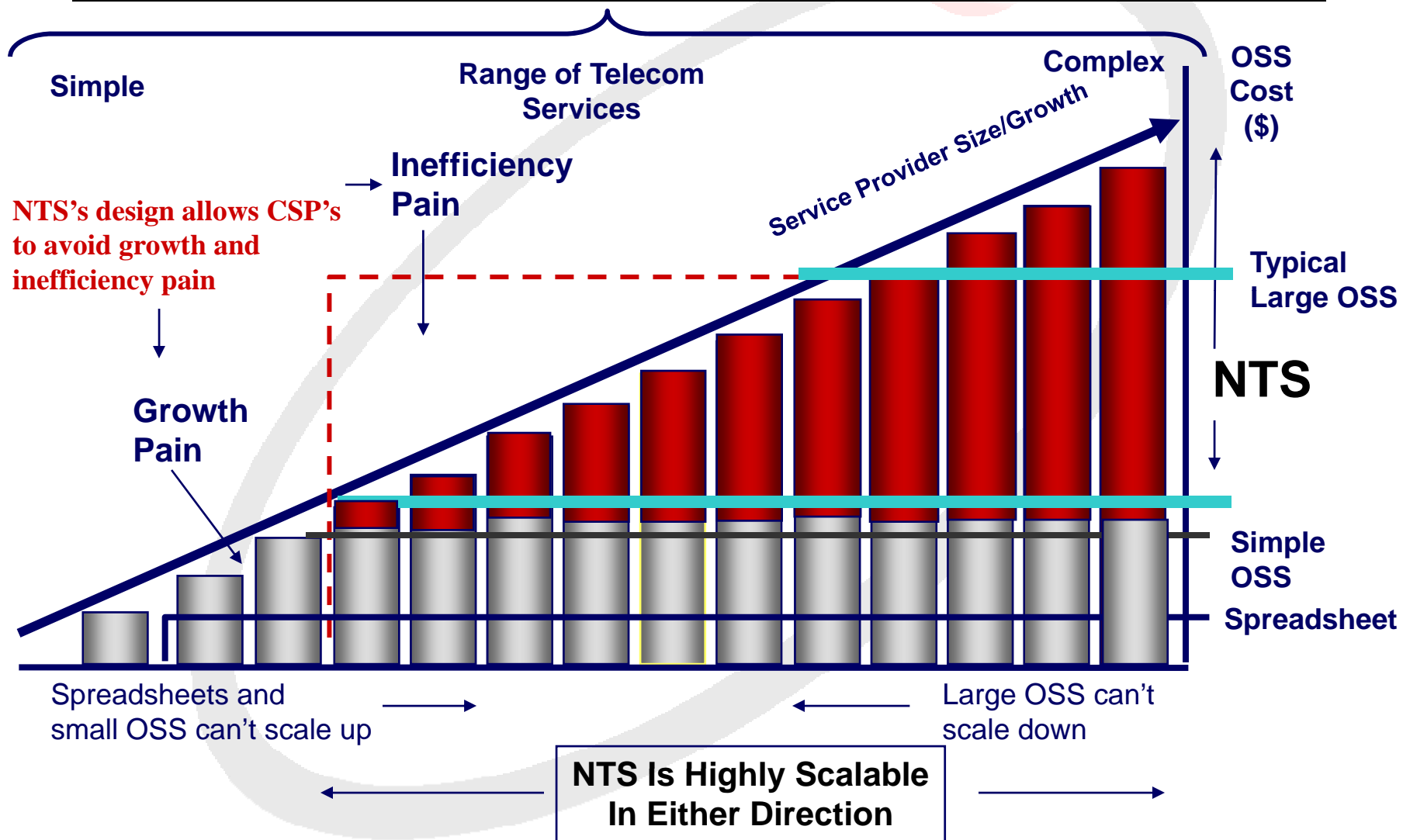
- NTS encompasses four integrated elements



NTS Data Flow Architecture



Highly Scalable Design



NTS- Building Blocks

NTS can be implemented as an “Integrated OSS” or “Discretely” with interfaces to existing client’s systems

- Order Entry and Workflow Management
- Product and Services Catalog
- CRM – Customer Relationship Management
- NIC – Network Inventory and Configuration
- Customer Project Management & Network Project Management
- Trouble Ticket Management
- IP Address Management
- Warehouse Management
- Bandwidth On Demand
- Billing (including VoIP, WiFi and usage based)
- Executive Views (for Corporate control and reports)

Technical Facts



- Auto Discovery and Network Reconciliation
- Workflow Provisioning
- J2EE Technology, Multi-Tier Architecture
- Application Server: JBoss 4.0 with Tomcat 5.0
- Support Web-Sphere, Bea WebLogic
- Oracle Database Server
- Support other Databases: SQL Server, DB2, Informix
- Crystal Reports Enterprise: Web-based Reporting
- Web Access to the System (ISP/Reseller, Customers)
- ADSL, WiFi, Wi Max support
- Bandwidth On Demand
- Multi-Payment Support
- VoIP
- Loyalty Program Support

Implementation Services



- **NTG provides a full range of professional services to ensure timely and efficient NTS implementations.**
 - Project Management
 - Installation & Configuration
 - Database migration and population
 - Integration with other systems
 - Customization to accommodate
 - Service offerings
 - Processes
 - Reporting requirements

The Future – Ongoing NTS Development



- **Guided by**
 - Customers
 - Industry trends & standards
 - eTOM (NGOSS), IMS, Prosspero
 - Advisory board of senior CSP executives
- **Product roots are based on field experience**
- **NTG relationship allows for open window to field expertise**
- **No “Ivory Tower” development mentality**
- **Existing lead customers provide excellent supporting environment for new enhancements**

Current Customers



The system is used fully or partially (specific modules) by:



Making the right OSS decision



■ Factors to consider

➤ Flexibility

- Can the OSS meet your current requirements?
- Is it capable of giving you a strategic advantage by enabling innovative service offerings?

➤ Scalability

- Can it support projected growth in terms of customers, services, and network resources?
- What processes does the OSS supplier follow to ensure the system is continually enhanced to meet the changing requirements of the CSP business?

Making the right OSS decision cont...



- Efficiency (cost to operate)
 - Is the system user friendly?
 - What effort is required to add new services and/or make changes to the system to accommodate new processes or new reporting requirements?
- Cost to buy and implement
 - What are the license fees and associated professional service fees to implement the system?
 - What internal resources will be required during the implementation phase?
- Ongoing support and maintenance
 - How will the OSS vendor provide ongoing support (onsite/offsite, dedicated support personnel, etc.)?

Summary



- **NTS has been designed to enhance the competitive posture of its CSP clients by**
 - Enabling new revenue streams
 - Enhancing customer service levels
 - Improving operational efficiency
- **NTS can scale up or down to meet the specific requirements of a CSP**
 - Avoids inefficiency of buying a system that is too big
 - Avoids growth pain by scaling to match requirements
- **NTG will continue to invest in ongoing development and enhancements to NTS to ensure that its CSP clients sustain an advantage over their competitors.**

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THANK YOU

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