



NTG eTOM

Over the past year, NTG has been busily involved in assisting in the evolution of a major overseas carrier. In order to become a world class telecommunication company, NTG has been bringing it up to the international Enhanced Telecom Operations Map® (eTOM) standards.

NTG has helped define, map and capture the business process model or framework used by our major carrier based on eTOM, describing the enterprise processes required and analyzing them to different levels of detail according to their significance and priority in relation to the business.

For this major carrier, it serves as the blueprint for process direction and provides a neutral reference point for internal process reengineering needs, partnerships, alliances, and general working agreements with other providers. For suppliers, eTOM outlines potential boundaries of software components to align with the needs of the customer and highlights the required functions, inputs, and outputs that must be supported by products.

NTG Clarity is consistently looking at ways to improve day to day operations for this client, and looking at ways to make it faster for the client to respond to customer demands. NTG has granularly looked at three levels of operations for this carrier, covering a wide array of departments having the following three major process areas:

- Strategy, Infrastructure & Product – covering planning and lifecycle management
- Operations – covering the core of operational management
- Enterprise Management – covering corporate or business support management

The process structure in eTOM uses hierarchical decomposition, so that the business processes of the enterprise are successively decomposed in a series of levels. Process descriptions, inputs and outputs are defined, as well as other key elements. The eTOM process modeling depicts process flows in a vertical swim lane approach that drives end-to-end process and process flow-through between the customer and the supporting services, resources and supplier/partners. The Framework also includes views of functionality as they span horizontally across an enterprise's internal organizations. For example, managing customer relationships spans an enterprise from marketing to ordering to billing to after-service support and follow-on sales.

NTG is a Telecom and IT infrastructure solutions provider, established in 1992, and servicing telecommunications, utilities, financial enterprises, business enterprises and governments. With offices and operations spanning over continents from North America, Asia, and Africa and soon in Europe and Australia/New Zealand, we have acquired extensive international expertise. Our staff consists of over one hundred and fifty (150) IT and Network professionals plus over two hundred senior consultants and associates from around the globe. NTG has an experienced senior management team that understands the international Telecom business.

NTG will soon introduce its latest OSS release, NTS, into the market. Utilizing the latest development technologies, design and round-the-clock support, NTS is one of the world's most advanced OSS and e-business solutions. NTS development road maps call for full eTOM compliance in future releases. Major companies around the world put their trust in NTG and its line of products. These companies range from North America to the Middle East, with a client repertoire including Rogers, Bell, Sprint Canada, Allstream (formerly AT&T Canada), Toronto Hydro, Raya, Egynet, Saudi Telecom, Algeria Telecom and others.