



Comptel Integrates GE's Inventory Software Solutions to Streamline Telecom Service Fulfillment

At TM Forum Live!, companies to discuss how inventory data integration can help operators prevent service delivery inaccuracies, reduce costs and improve the customer experience

HELSINKI—4 June 2014—[Comptel Corporation](#) (OMX Helsinki: CTL1V) today announced that it is integrating GE's (NYSE: GE) inventory software solutions to help communications service providers (CSPs) manage and access the large amount of data split across multiple inventory systems. By enabling service orchestration to reach beyond inventory, operators can ensure reliable, accurate and efficient service delivery, decrease costs resulting from "truck rolls" and maintain the customer experience.

At TM Forum Live!, taking place 2-5 June 2014 in Nice, France, Comptel and GE will be on hand to discuss their joint inventory solution, which consists of [Comptel Fulfillment](#) and [GE Digital Energy's Smallworld™ Physical Resource Assignment](#) (PRA). The companies will explain how CSPs can embrace the functional and domain strengths of multiple inventory systems, specifically around fibre and FTTx, without having to undertake a major transformation project. They will also explain how to leverage TM Forum standards to build operational interfaces in order to consolidate and share data to mutual benefit.

Key Facts

- Comptel Fulfillment is the world's leading order fulfillment platform, combining a flexible approach to service design with a robust, highly automated delivery capability across multiple networks and service platforms. Comptel Fulfillment serves as a bridge between customer order and service use – reducing costs, supporting service innovations and improving the quality of customer interactions with CSPs.
- GE Digital Energy's Smallworld™ PRA, part of the company's network inventory portfolio, streamlines the service fulfillment process by automating the generation of physical paths and assigning the physical resources needed to support service requests. This enables operators to increase "first-time turn up" of service, deliver more accurate provisioning, reduce the cost of installation failures and improve quality of service.

Supporting Quotes

- "CSPs are challenged with either legacy inventory systems and unmanageable data silos or an overly complex, single platform replacement strategy," said Bryan Frieauf, executive product line leader, GE Digital Energy. "Through our collaboration with Comptel, we can help CSPs overcome these challenges, providing federated access to the inventory data operators need so they can streamline service orchestration while decreasing overhead."
- "CSPs have large amounts of inventory data. If they align and automate the sharing of that information between systems, operators stand to achieve significant results, including preventing service delivery inaccuracies, recouping unnecessary costs and strengthening the customer experience," said Antti Koskela, chief technology officer, Comptel. "We are pleased to work with GE and continue to aid CSPs in adopting more intelligent fulfillment processes."

Resources

- To meet and discuss the joint federated inventory solution at TM Forum Live!, please contact Comptel at comptel.marketing@comptel.com and/or GE at softwaresolutions@ge.com.



- Connect with Comptel on its blog, [Compelling Conversations on OSS](#), and on [Google+](#), [Twitter](#) and [LinkedIn](#).

Tags

Comptel, General Electric, GE, GE Digital Energy, GE Digital Energy's Smallworld, GE Digital Energy's Smallworld Physical Resource Assignment, communications service providers, operations, Comptel Fulfillment, fulfillment, fulfilment, TM Forum Live!, federated inventory, physical inventory, logical inventory, inventory, data, FTTx, FTTH, fiber, fibre

About Comptel Corporation

Since 1986, Comptel has helped more than 290 service providers across 87 countries meet over one billion subscribers' communications and infotainment needs. Comptel's solutions are built on an Event – Analysis – Action strategic framework that leverages the company's strengths in collecting and analysing Big Data and turning intelligence into opportunities in real time. Comptel's service fulfillment, mediation, charging and policy control, and advanced predictive analytics products with implementation and professional services enable service providers to automate customer interactions and other business decisions, to create revenue, reduce costs and lessen churn. Comptel has a global team of more than 600 professionals, and net sales were EUR 82.7 million in 2013. For more information, visit www.comptel.com.

About GE

GE (NYSE: GE) works on things that matter. The best people and the best technologies taking on the toughest challenges. Finding solutions in energy, health and home, transportation and finance. Building, powering, moving and curing the world. Not just imagining. Doing. GE works. For more information, visit the company's website at www.ge.com. Follow GE's Digital Energy business on Twitter [@GEModernGrid](#) and on [YouTube](#).

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