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Fiber Operator Revenue Lifecycle

Planning and Design

Engineering
How many customers are we going to serve? Placement? Permits? Diverse routes?

Executive
What is the capital investment required to create this service for customers?

Customer
When will I get better service?

Construction

Engineering
How do we track what has been built and if it is to plan? How do we manage contractors and other partners?

Executive
Is the project on time and under budget? Where do we need to expand?

Customer
How long will it take to get service?

Operational Management

Engineering
How do we track changes to the network?

Executive
Is the service meeting our SLAs? Where is investment really needed?

Customer
How do I access this new service?

Monitoring and Alerts

Engineering
How do we quickly respond to an outage or other SLA breach and restore service?

Executive
When did the problem happen and how did we handle it?

Customer
Is the service as good as I was promised? What is my real up/down and uptime?

Sales and Customer Support

Executive
What is our market share and churn rate?

Engineering
Are we seeing more tickets coming in from a specific segment of fiber?

Customer
How long did it take to get service back up?

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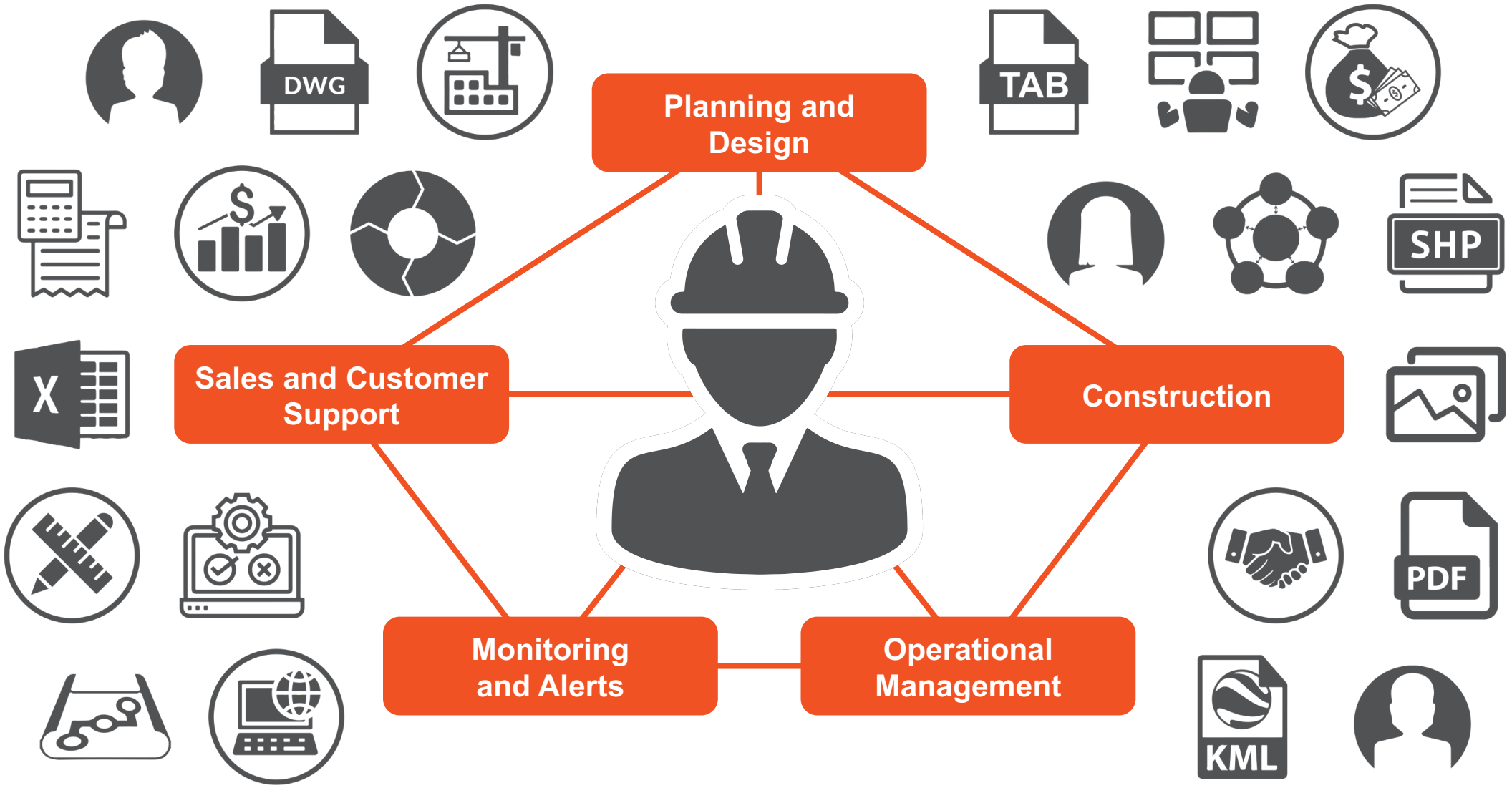
OSP Engineering



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OSPInsight Operations

Planning and Design	Construction	Operational Management	Monitoring and Alerts	Sales and Customer Support
DWG	DWG	DWG		
SHP	SHP			
	PDF			
		PDF		

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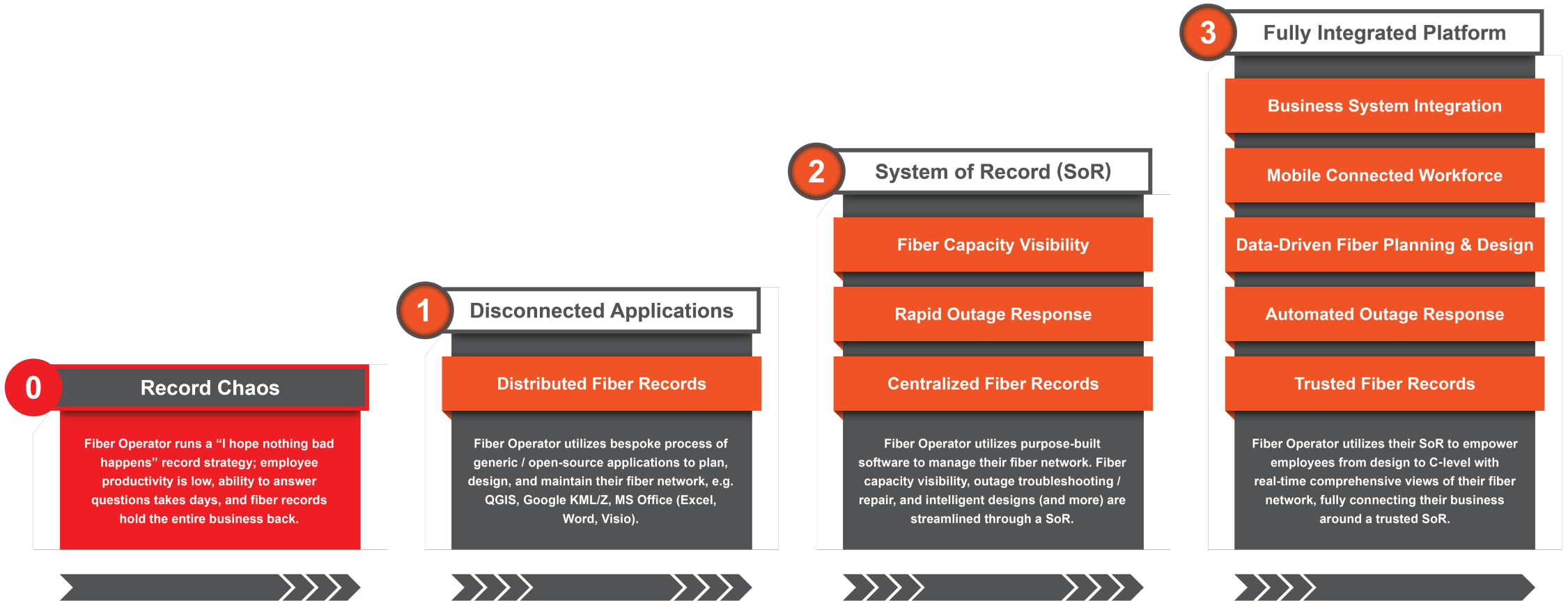
Fiber Operator Maturity Model



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Core User Types

	Editor	Viewer
Run Route Details	✓	✓
Run Taper Reports	✓	✓
Find Faults / Breaks	✓	✓
View Objects / Attributes	✓	✓
Add Plan Lines	✓	✓
Add Plan Points	✓	✓
Add / Edit Objects	✓	
Add / Edit Attributes	✓	
Add / Edit Splicing	✓	
Add / Edit Terminations	✓	

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Integration and Add-Ons

Integrations

Open API	Integrate unique identifiers with other systems that hold your network data.
GIS Integration	Seamlessly integrate with your preferred GIS. If you don't have a current GIS we can leverage open-source tools as a turn-key solution.
Automated Designs	With Biarri Networks as well as Comsof Fiber you can generate FTTx designs and BOMs in minutes. Through OSPInsight you can simply ingest either of their designs into a fully operational OSPInsight database.
Live-Alarm Monitoring	Through EXFO's Fiber Guardian, OSPInsight has enabled many customers to monitor their fiber networks 24/7.
CRM (coming soon)	Track true ROI for your fiber network investments by associating key accounts with fiber network developments.

Add-Ons

Mobile	Provides access to five (5) users to view elements from OSPInsight platform on a Mobile device and make simple redline and field note edits.
Reporting	Provides view access to all licensed viewers to any pre-configured or customized report, including integrity reports. Provides Editors access to custom reporting tools.
Bill of Materials	Provides access to all Editor users the ability to estimate costs for work orders, generate BOM and labor task lists, and manage price lists.
Alarm Monitoring	Provides access to all advanced alarm monitoring features for all licensed users. Works with Remote Fiber Test System (sold separately).
Visualization Tools	Provides access to all advanced visualization features for all licensed users, including Splice Pro.

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Deployment Options

Cloud

User Logins

Import / Export

Onboarding

Client Hosted

The following software is required to run OSPInsight Web 9.0 software and must be pre-installed on the server:

- Windows 10 Professional or Windows 2012 R2 Server or greater
- Internet Information Services version 8.0 or greater
- Microsoft .NET 4.7.2 Framework
- SQL Server Express 2014 or 2016 (SQL Server Standard edition is recommended)

Note: OSPInsight Web 9.0 requires the OSPInsight Edit 8.5 database structure.

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Onboarding Plan

Week 0 Orientation Email	Week 1 Admin Kickoff	Week 2 Core User Kickoff	Week 3 Editor Deep Dive	Week 4 Data Conversion Kickoff	Week 5 – Week 12
Primary Purpose					
User Setup	Data Conversion Planning	Orientation and Early Training	"Three Building Test"	Finalize Data Conversion Plan and Timeline	
Customer Roles					
Fiber Records Lead IT / DBA	Fiber Records Lead IT / DBA All Editor Users	Fiber Records Lead All Editor Users All Viewer Users	Fiber Records Lead All Editor Users	Fiber Records Lead All Editor Users Data Owners (IT)	

Executing the Data Conversion

Dependencies: (1) Size of Network (2) Quality of Data (3) Format of Data (4) Who is Responsible for Work?

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Discovery Call

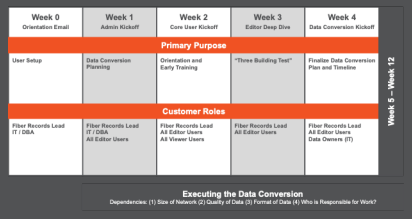
Platform Demonstration

Evaluation Plan and Stakeholders

Execute Evaluation Plan

Procurement and Paperwork

Implementation Plan



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Appendix

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GIS Integration

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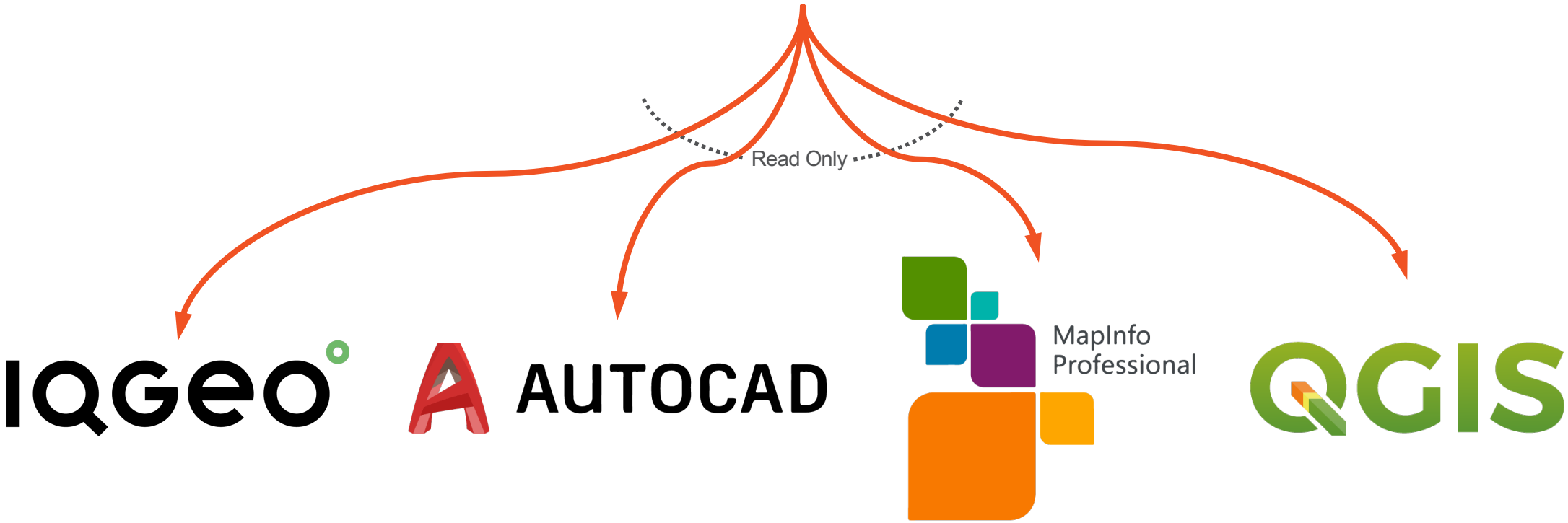
OGC Compliant Data Store



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