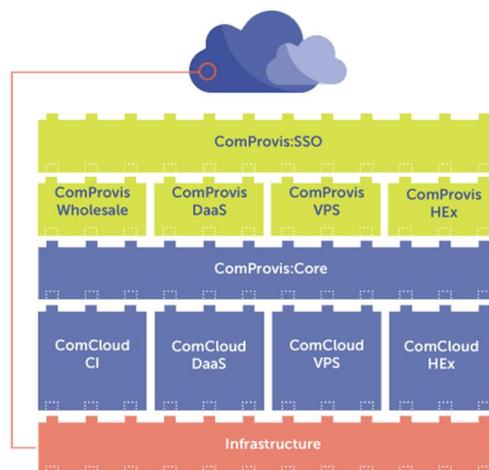# ComProvis - Comprehensive and autonomous management of cloud services

ComProvis is the core of ComCloud – a modular and fully automated system for provisioning of cloud services and customizable self-service portal

INTRODUCTION

Nowadays cloud is considered the backbone of new revenue stream strategies, as it can provide a host of IT services and products that telecommunications companies have or will soon have in their portfolio. Cloud solutions have been "the talk of the town" for quite some time, yet only a small set of comprehensive cloud solutions, coupled with required expertise, are being spotted on the market. Aimed to address abovementioned requirements and specific challenges of alternative telecoms and those telecoms and service providers which operate on challenging ICT markets, typical for the Eastern EMEA region – ComCloud was developed.

ComCloud is a comprehensive and modular cloud solution which, as defined by NIST, contains components such as real-time billing interface, fully automated provisioning system, self-service portal, and automated run-book procedures for improved IT efficiency.

CLOUD SERVICES SELF-SERVICE

ComProvis enables delivery and management of cloud services based on ComCloud. It is a modular, comprehensive solution that enables provisioning and management of both users and cloud services through a simple, self-service portal.

ComProvis is a multi-tenant, wholesale-enabled solution for provisioning and self-service management of Desktops as a Service, Virtual private Servers (IaaS), Hosted Exchange with Sharepoint, and other Cloud services. Day-to-day administration, on-and off-boarding, adds-moves-changes, usage reporting and service integration – all done via self-service portals – makes cloud services simple and easy to use, while saving time and money for customers.

The integration with ComProvis is done easily. It features APIs for real-time billing, CRM, marketplace and third-party cloud services integration. SAML[1] protocol is integrated for easy Single-Sign-On between different telecom systems, other Cloud services and ComProvis. In short, ComProvis provides telecom operators with an infrastructure for easy management of cloud services.

1 Security Assertion Markup Language (SAML): an XML-based open standard data format for exchanging authentication and authorization data between parties, in particular, between an identity provider and a service provider.

FULLY BUSINESS-ORIENTED

ComProvis, as a part of ComCloud, makes cloud business profitable even for markets lacking economies of scale. It ensures cost-effective implementation and optimized operational costs of cloud services for operator, as well as easy, self-service cloud usage for customer that saves them time and money.

ECONOMY OF SCOPE   SIMPLICITY   REAL TIME BILLING   MODULARITY   OPTIMIZATION

Integration and Adaptability

ComProvis can be integrated with existing telecom systems, such as CRM or billing. It supports real-time integration or creation and delivery of on-demand or scheduled billing files, all according to operator needs. Billing reports are available on administrator self-service portal as well. Customer management functions, like suspend and reactivate, are also available both from API and self-service portal.

User Management

ComProvis supports all major Internet browsers and has a multi-language user interface. User management system is fully modular and automated. It consists of series of self-service portals defined for different types of users as well as integration interface. Interface is based on SAML protocol and enables unified identification of external users and integration of 3rd party cloud services.

Bulk and Individual Service Provisioning

ComProvis enables insight into every type of cloud service, such as virtual desktop, mailbox, data storage or any application available from the application store. An additional feature of ComProvis is bulk provisioning. Administrator can provision large number of users by uploading a file with user list. Once users are created, mass service activation and deactivation is also possible via self-service portal, making overall administrative work much quicker and easier. Once user accounts are created and desired services activated, administrators or users itself only have to manage incremental changes.

Wholesale

ComProvis enables wholesale (white label) of all services based on ComCloud, providing better business case for implementing cloud services via expanded market reach, possibility to address different market segments and offer multiple market brands with unique service packages. Such possibility is provided with top-level self-service portal offering insight into entire portfolio of installed solutions, accessible with Master administration level privileges. Master administrator can manage all services, service packages and portals used by telecom or white label operators, as well as access all billing reports.

Delegated Control

In addition to Master administrator, there are 3 additional administration levels. At the second level, telecom administrator is able to access details of all its customers. Telecom administrator is able to see which service bundle its customers use, as well as how and to which extent the companies use other available resources – e.g. how many virtual desktops they have, how many virtual private servers they have deployed, etc. Third administration level provides administration and management of companies. Company administrator manages all of its users and sees overall company usage reports. Company administrator manages all services inside company thus releasing telecom administrator of day-to-day management while providing to end users instantaneous service activation. Fourth level is reserved for end-user management. End-user can request new services, suspension of services they currently use, password change, etc. As services are cost categories, company administrator must approve each request. As separate administration level, customer care portals are integrated into ComProvis for easier user support. It is a read-only system which tracks portal and system status of every user. Customer care user is able to see everything the user sees at the portal and is thus able to provide guidance and troubleshooting. For

instance, helpdesk administrator is able to help the client in finding contacts in the customer database according to some common criteria.

Reporting

ComProvis provides numerous reports about users' activity and services usage. Reports cover all ComCloud services and users, providing insights into data relevant for billing and business intelligence-alike purposes. All reports can be generated for desired time period as well as exported to several file formats.

IMPACT ON BUSINESS OPERATIONS

Operators that implement ComProvis automated provisioning system gain numerous benefits in regards to efficiency and reliability of their business operations. Automated service management reduces the workload of IT resources – valuable human resources can spend less time executing routine tasks and have more time to focus on service creation activities and generation of greater added value. ComProvis transforms operator's IT department from technical support into innovation generator by continuously improving existing and rapidly deploying new cloud services. The result of this approach is faster and more dynamic business which, in turn, results in new products and services and ultimately in new revenue streams. ComProvis and ComCloud provide enhanced user experience, reduce internal operating costs and enable seamless management of cloud services without disruptions and/or human error, adding to business reliability and shortening new cloud services time-to-market. Its CRM integration capability provides sales and marketing departments with direct interface to cloud services via known system, as well as feedback information from the central user database. All in all, a fully automated cloud provisioning system - such as ComProvis – has a positive influence on all business segments.

WHY COMCLOUD?

More and more operators are offering cloud services. However, same implementation challenges still exists – what is optimal infrastructure for deploying cloud services and, more importantly, what is the best and fastest way to reach business goals.

ComCloud is one of rare, comprehensive cloud solution addressing such challenges of cloud deployment for alternative and/or operators providing services on challenging markets. We rely on our expertise in deploying multiple public, private and hybrid cloud environments, offering end-to-end solutions aimed at maximizing benefits for businesses switching to cloud computing models. We can deliver all required technical, organizational, marketing and sales expertise for fastest and most optimal cloud services delivery.

Our ten-year track record in providing virtualization and cloud solutions is backed by numerous partner statuses and awards from all leading vendors in this technology segment.

CONTACT

Join us in shaping the history of telecommunications. Contact us and find out everything about ComCloud and endless possibilities of Cloud services we offer.

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