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COMPTEL partners with New Paradigm

COMPTEL last month entered into a joint marketing agreement with New Paradigm Resources Group Inc. (NPRG), an independent industry analysis firm that provides some of the most highly regarded data, information and strategic analysis on cutting-edge service providers within the communications industry.

This collaborative arrangement is designed to expand the availability of market data about the competitive carrier sector and provide the critical insights into this sector's growth, success, ongoing innovation and contributions to economic development.

"Competitive carriers long have been, and will continue to be, a catalyst for innovation and leaders in the deployment of advanced broadband technologies that are enriching the lives of consumers and businesses around the world," said Jerry James, COMPTEL's CEO. "We are pleased to join forces with NPRG to encourage the development of a wealth of research resources that define the market; identify the products, services and technologies being used; and show the true impact of the competitive communications sector."

"The competitive carrier space now touches virtually all segments of the communications industry," said Craig Clausen, NPRG's executive vice president and principal analyst. "Since

our founding almost two decades ago, NPRG has focused on researching and explaining the increasingly complex and competitive communications industry and the service providers comprising it. These service providers also represent COMPTEL's increasingly complex and technologically advanced membership. We've enjoyed our relationship with COMPTEL over the past decade and we're looking forward to producing analytical reports that examine the leaders in the sector and help shed light on how far these providers have come."

COMPTEL will support NPRG's research initiatives by reaching out to its membership regarding the topics of NPRG's reports-in-progress. COMPTEL also will assist in publicizing reports published by NPRG. The data and information that is derived from this collaboration will also support COMPTEL's objectives. Additionally, NPRG will offer COMPTEL members discounts on the research reports, as well as custom research services. ■

Progress Software unveils OVA solution

Progress Software is highlighting its Progress Order Visibility and Assurance Solution (OVA) during the COMPTEL PLUS Spring 2012 Convention & EXPO.

Powered by Progress Savvion Business Process Management and Progress Actional Business Transaction Assurance software, the Progress OVA solution allows CSPs to track orders throughout the entire process and resolve business issues and manage order exceptions.

It uniquely provides three distinct points of value for communication service providers:

- Real time actionable business view of the end-to-end order process across multiple order management and provisioning platforms.

- The ability to sense when business issues or order fallouts are about to occur, and to respond through predefined-rules-based resolution processes. Additionally, dynamically created rules can be deployed on the fly, ensuring that the order stays on the right path for delivery and customer satisfaction SLAs.
- Continuous business process improvement, driven by an adaptable business view that is decoupled from the underlying systems so operational changes can be made without changes to provisioning applications. ■

Progress executives are available to discuss the products' complete functionalities and benefits in Booth No. 714.