



# **HPE Solution Support Services for Communications Service Providers**

## **Support Policy Guidelines**



Hewlett Packard Enterprise (HPE) Solution Support Services for Communications Service Providers (CSPs) Support Policy Guidelines establish our company's obligation to you, the client, with respect to our support offering. It reinforces our standardized approach to properly set your expectations.

### **HPE CMS application and network platform list**

The HPE CMS network platform lifecycle is different from the HPE CMS application lifecycle; so, the support policies are different during the active support and discontinuance period. The following tables provide detailed information.

Table 1. The HPE CMS application and network platform

CMS SOLUTION	CMS NETWORK PLATFORM	CMS APPLICATION
Network & Digital Services– Digital Services Enablement	<ul style="list-style-type: none"> <li>• Service Governance Framework (SGF)</li> <li>• Service Orchestration Manager (SOM)</li> <li>• Smart Interaction Server (SIS)</li> <li>• API Management Connectors</li> </ul>	<ul style="list-style-type: none"> <li>• Aggregation platform for Software as a Service (AP4SaaS) <ul style="list-style-type: none"> <li>– MarketPlace Portal (MPP)</li> <li>– Infrastructure as a Service (IaaS) Domain Gateway</li> </ul> </li> <li>• Service Adaptors</li> </ul>
Network & Digital Services– Network Applications	<ul style="list-style-type: none"> <li>• Multimedia Services Environment (MSE)</li> <li>• OpenCall Media Platform Media Resource Function (OCMP-MRF)</li> <li>• OC Convergent Communication Platform–Telecom Application Service (OCCP-TAS)</li> <li>• OC Universal Signaling Platform (USP-M)</li> <li>• OC Service Access Controller (OC SAC)</li> <li>• OC Service Controller (OC SC)</li> </ul>	<ul style="list-style-type: none"> <li>• OC SIP Network Server (SNS)</li> <li>• OC Diameter</li> </ul>
Network & Digital Services– Device & Subscriber Identity Module (SIM) Management	<ul style="list-style-type: none"> <li>• Dynamic SIM Provisioning (DSP)</li> <li>• Automatic Device Detection</li> <li>• Enhanced Equipment Identity Register (EIR)</li> <li>• Direct Messaging Platform</li> </ul>	<ul style="list-style-type: none"> <li>• Advanced Device Management Engine (ADME)</li> <li>• Central Equipment Identity Register (CEIR)</li> </ul>
Network & Digital Services– Internet of Things (IoT)		<ul style="list-style-type: none"> <li>• Universal IoT platform (UIoT) <ul style="list-style-type: none"> <li>– Device &amp; Service Manager (DSM)</li> <li>– Network Interworking Proxy (NIP)</li> <li>– Data Acquisition &amp; Verification (DAV)</li> </ul> </li> <li>• Standalone IoT applications <ul style="list-style-type: none"> <li>– Smart Meter Data Management (SMDM)</li> <li>– Central Acquisition System (CAS)</li> <li>– Smart Street Lighting Management Control (SSLMC)</li> </ul> </li> </ul>
Actionable Customer Intelligence– Telecom Analytics and Revenue Intelligence		<ul style="list-style-type: none"> <li>• Telecom Analytics Smart Profile Server (TASPS)</li> <li>• DRAGON</li> <li>• CentralView</li> </ul>
Actionable Customer Intelligence– Mediation Policy and Charging	<ul style="list-style-type: none"> <li>• enhanced Interactive Unified Mediation (eIUM)</li> <li>• Device Entitlement Gateway (DEG)</li> <li>• SNAP (Subscriber, Network, and Application Policy)–Unified Policy Manager (UPM)</li> <li>• SNAP–Real Time Charging (RTC)</li> <li>• Subscription Manager (SM)</li> <li>• Intelligent Messaging (IM)</li> <li>• Virtual Diameter Routing Agent (vDRA)</li> </ul>	
Actionable Customer Intelligence– Subscriber Data Management		<ul style="list-style-type: none"> <li>• Home Location Register</li> <li>• Integrated Home Subscriber Server (I-HSS)</li> <li>• Universal Identity Repository (UIR)</li> <li>• Intelligent Network Server (INS)</li> <li>• Position Determination Entity (PDE)</li> <li>• Location Enabled Server (LES)</li> <li>• Wi-Fi Authentication Gateway</li> <li>• Home Subscriber Server</li> <li>• Real Time Management Server (RTMS)</li> <li>• Diameter</li> <li>• INS SIP Services Framework (ISSF)</li> <li>• Short Message Point to Point Gateway (SMPP)</li> <li>• vSDM-Manager</li> </ul>
Operations Support System (OSS)– Assurance		<ul style="list-style-type: none"> <li>• Unified OSS Console (UOC)</li> <li>• TeMIP</li> <li>• Service Quality Manager (SQM)</li> <li>• Unified Correlation Analyzer (UCA)</li> <li>• Customer Experience Assurance (CEA)</li> <li>• Universal SLA Manager (USLAM)</li> <li>• Performance Manager (PM)</li> <li>• OSS Analytics (including Fault Analytics &amp; Statistics)</li> </ul>

**Table 1.** The HPE CMS application and network platform [continued]

CMS SOLUTION	CMS NETWORK PLATFORM	CMS APPLICATION
Operations Support System (OSS)– Fulfillment		<ul style="list-style-type: none"> <li>• Service Activator</li> <li>• TrueView Inventory &amp; Reconciliation</li> <li>• Service Provisioner</li> </ul>
Operations Support System (OSS)– Orchestration		<ul style="list-style-type: none"> <li>• NFV Director</li> <li>• Service Director</li> </ul>
Digital Video Services– Content Distribution		<ul style="list-style-type: none"> <li>• HPE Telurio™ Cloud Digital Video Recorder (cDVR)</li> <li>• Speed Video Optimizer (SVO)</li> <li>• HPE Scheduler</li> </ul>
Digital Video Services– Content Management		<ul style="list-style-type: none"> <li>• Media Workflow Management (MWM)</li> </ul>

**Table 2:** HPE Solution Support Services for CSPs standard, enhanced 24x7 and TCS support matrix

CMS SOLUTION	24X7 STANDARD	24X7 ENHANCED	TCS <sup>[1]</sup>
Network & Digital Services – Digital Services Enablement	Available	Not available <sup>[2]</sup>	
Network & Digital Services – Network Applications	Not available	Available	Available
Network & Digital Services – Device & SIM Management	Available	Not available	
Network & Digital Services – Internet of Things	Available	Available	
Actionable Customer Intelligence – Telecom Analytics and Revenue Intelligence	Available	Not available	
Actionable Customer Intelligence – Mediation Policy and Charging	Available	Available	
Actionable Customer Intelligence – Subscriber Data Management	Not available	Available	Available
Operations Support System – Assurance	Available	Available	
Operations Support System – Fulfillment	Available	Available	
Operations Support System – Orchestration	Available	Available	
Digital Video Services– Content Distribution	Available	Available <sup>[3]</sup>	
Digital Video Services - Content Management	Available	Available	

<sup>[1]</sup>Available in certain geographies only<sup>[2]</sup> Except for Smart Interaction Server for IoT (Internet of Things) as a Service offerings, only when HPE IoT team hosts the Universal IoT Platform and the customer purchases the Smart Interaction Platform<sup>[3]</sup>Except for SVO



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