



SIGMA

Next Done Now.™

Sigma for Smart Cities

Service control for
intelligent urban
environments

Tomorrow's cities will exploit emerging technologies such as 5G networks and IoT-connected devices to become 'smart environments', managing municipal assets and resources in more efficient and sustainable ways, and offering 'living services' to citizens that enhance their quality of life.

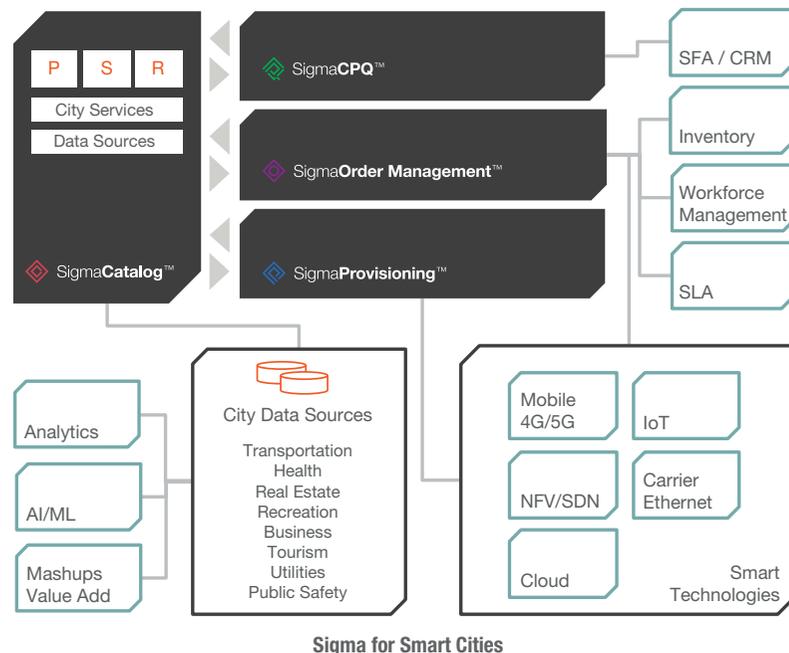
Smart Cities will depend on the co-ordination of many players and stakeholders, from device manufacturers to app developers, network operators and systems integrators – risking complexity and confusion that will block innovation and progress.

Sigma for Smart Cities

addresses this risk, efficiently managing the resources from which urban authorities will create, sell and deliver new and innovative services. **Sigma Catalog** allows offerings of city services to be rationalized, classified and published. It helps cities aggregate essential capabilities negotiated with service providers and other third parties in a federated model.

Sigma Catalog allows city authorities to take an ontological approach to the management of metadata, rules and relationships, access policy and other key attributes of the services that they will offer. While not all services will be consumable – Sigma anticipates that many will be informational (allowing the city environment to be monitored) or predictive (supporting city planning and control functions) – many will create new revenue streams and vital early payback for the city. Examples might include transport, parking or medical services, which could be sold and provided to residents or visitors.

Sigma for Smart Cities supports the sale and delivery of services through **Sigma CPQ** and **Sigma Order Management**, drawing on the core catalog to precisely orchestrate service elements and capabilities and enable new consumable services to be brought to market faster.



Benefits

Simplicity – A single point of reference for service and product information, control and lifecycle management minimizes duplication errors, improves the customer experience and reduces operational costs by up to 25%.

Speed-to-market – The component-based service architecture allows faster and more consistent product and service creation and more efficient utilization of data sources, reducing time-to-market by up to 80%.

Context-sensitive – The customer's or user's existing service context is recognized, ensuring a more relevant customer proposition.

Market guidance – Customer choices can be steered through configuration logic – for example, to promote and encourage more sustainable options, a key goal for many Smart Cities.

Direct to citizens – Meeting customer expectations of agile service deployment with a comprehensive omni-channel configuration and delivery platform.

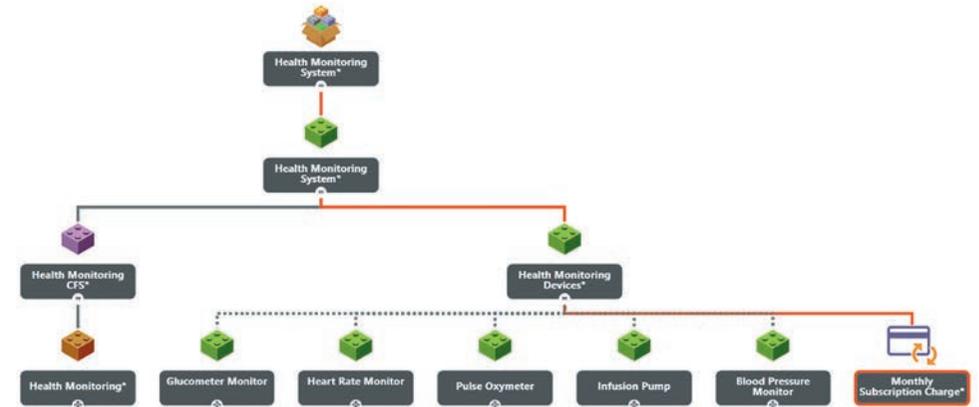
Co-ordination – Replacing 'order disorder' with orchestrated tasks and standardized workflows increases the speed and accuracy of order execution, improves the customer experience and typically reduces order fallout rates to less than 0.1%.

Sigma Supporting Ageing Population Services with Liverpool City Council

As the health and longevity of the urban population increases, so does the population's need for help in leading active and rewarding lives. Connecting older people and their homes to a Smart City network will help the city respond to the needs of an ageing population with services such as:

- Home health monitoring products
- Transport services
- In-home meal services
- Medical assistance services
- Health provider appointment services
- Alerts and activity monitoring services
- Home security products
- Assisted city mobile applications
- Telehealth services
- Caregiver services

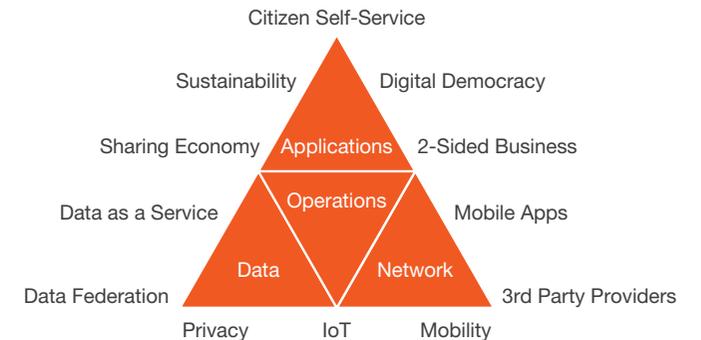
All of these can be modeled in the catalog, which could also act as a hub or marketplace for properly regulated third party services, broadening the older person's range of available help and support.



Smart City Services Modeled in Sigma Catalog

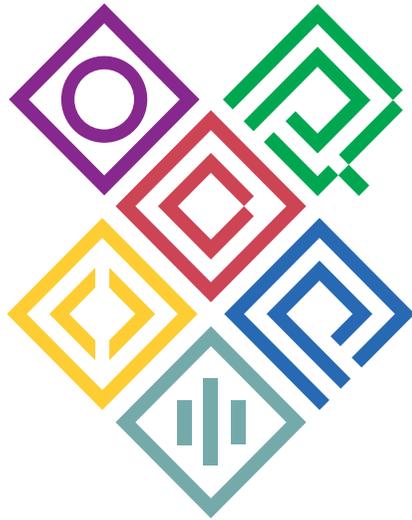
Smart City concepts promise great benefits for tomorrow's city authorities – to make their cities more efficient and sustainable, and to improve the lives of their citizens, enterprises and visitors. They will require considerable effort and investment, however, and the participation of a diverse range of organizations in partnership.

Cities have a strong interest in improving the efficiency and effectiveness of their environments. They also have an obligation to secure a clear return on their investment that they invest. Sigma for Smart Cities can help achieve both of these objectives by allowing city authorities to rationalize and organize their intelligent ecosystems around the services that they offer, bringing vital clarity and control to intelligent service delivery and accounting.



Service Types Supported by Sigma for Smart Cities

 Sigma**Create-Sell-Deliver**™



Sigma Catalog provides a ‘single point of truth’ for product information: structured data management that defines, maintains and exposes the relationships between enterprise products and their component capabilities in a single collaborative space. **Sigma CPQ** supports the vital customer-facing interaction where the product is shaped and sold. Driven by Sigma Catalog, Sigma CPQ ensures consistency across all sales and delivery channels, minimizing costly order fallout and rework for MACD or new sales opportunities. **Sigma Insights** provides in-app reporting and analysis to improve sales conversion and operational performance.

The interaction between sales channels, networks, inventory and service control points is orchestrated by **Sigma Order Management**, which abstracts the network layer so that services can be accurately delivered over multi-vendor networks and access technologies to a variety of end-user devices. **Sigma Provisioning** takes service orders and handles converged service and device activation. **Sigma Portfolio Inventory** maintains the installed product, services and resource inventory of enterprise customers.



Configuring complex Smart Cities services services in Sigma CPQ and Microsoft Dynamics 365.

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Sigma Systems is the original innovator in catalog-driven create-sell-deliver software for communications, media and high-tech companies, serving 80 customers with its cloud-enabled Sigma Create-Sell-Deliver Portfolio and related services. Sigma has offices in North and South America, Europe and Asia Pacific with technology and integration partners globally.

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