# Cambrai Oria Provisioning for Mitel Multi-Instance Communications Director

Simplified Deployment of Communications Services

Cambrai Oria is a customer provisioning application for service providers using Mitel® Multi-Instance Communications Director (MICD) to deliver multi-customer communications services. It offers cost savings and effective service delivery by providing an automated provisioning process, easy to use management interfaces, and subscriber self service. Oria is hosted from the data center and is the primary management tool for service providers, customers, and end-users to access and modify services.

Cost Savings Through Simplified Provisioning and Self Service

The opportunity presented to service providers as business telephony moves from the company premises to the cloud is significant, as are the challenges. Service Providers are faced with having to cost-effectively manage large numbers of customers and end users. MICD delivers a highly scalable and dense communications services platform, but without an application that automates the manual process of provisioning and enables partners, customers, and their users to control their services, support costs will be significant. With no customer self-service, all customer support must be performed through a call center, incurring significant costs as customers grow and change, each requiring hundreds of data modifications per year. Maintaining customer records for billing purposes is a considerable problem with isolated systems that do not communicate with each other or upload information to a common application.
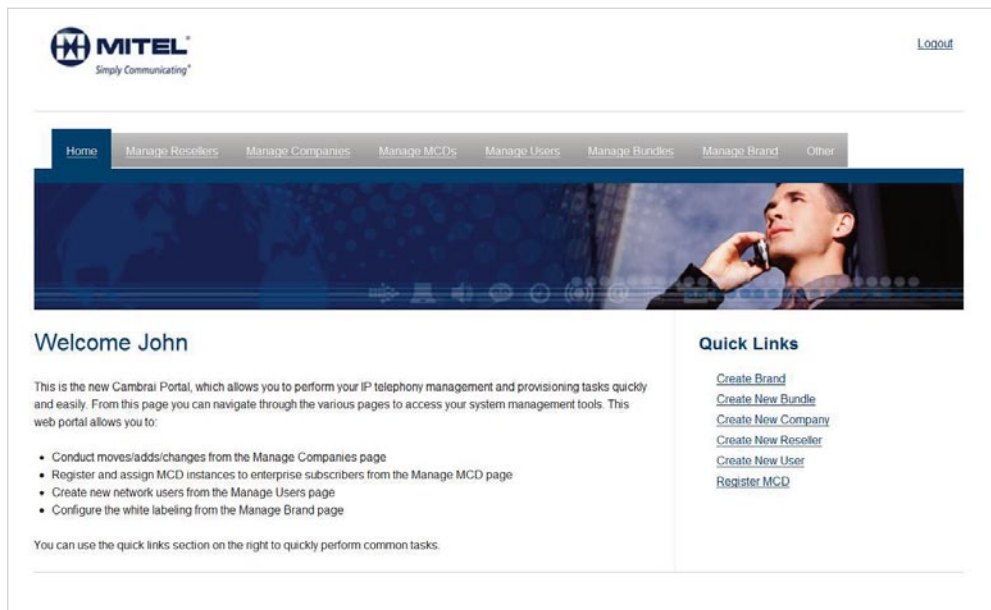
Oria delivers the control and flexibility needed to distribute cost-effective communications service from a data center with integration into billing and operations systems. It facilitates service delivery to small and medium-sized businesses through a direct or indirect sales channel. Install costs are kept low through a simple license model that only requires service providers to purchase licenses for the number of extensions under management, tying increases in license purchases to increases in service provider revenue. By providing intuitive and easy to use self service, customer churn is reduced and satisfaction increased.

Aggregate Customer and User Information for Viewing and Modification
Oria captures information from the individual Mitel Communications Director (MCD) instances and aggregates it into a single point of access so service providers can easily deploy and manage large numbers of customers and users.

Automated Provisioning Process
Automating what was previously a multi-step and time-consuming process simplifies service delivery and enables service providers to easily deploy more resources as their customer base scales.

Cost Savings and Increased Revenue Through Customer Self Service
By providing customers with an intuitive user interface for modifying service options and user details, significant cost savings are realized by reducing load on customer support centers. You, the service provider, can offer differentiated service bundles with Mitel business features for a premium price and an increased bottom line.

Data Center Integration
With Oria, all information on new users or modifications to service is stored and can be easily viewed or exported to a billing system. This means that rather than having to resort to swivel chair integration between service delivery and billing records, you can integrate directly into the billing systems so that service records are accurate and always up to date.

Branding
Customized branding of the Oria interface allows you to increase brand awareness with your customers and support complimentary advertisement campaigns. Banner advertisements can be replaced regularly, providing a valuable way for you to reach your customers with offers for new products and services.

Control

With Oria, service providers can define unique profiles for users, limiting access to sensitive information, and provide personnel with the features they need to execute their responsibilities effectively.

Benefits for the Customer

Oria benefits not only you, the service provider, but it also benefits every stakeholder in your value chain, helping you to differentiate the services you offer, and greatly increase the satisfaction of all your users.

Improved Customer Experience

Communications services made easy. Oria enables your customers to access and control their communications services with the same ease that is experienced in online banking. Instead of having to call you, the service provider, every time a new user is added or service is modified, your customer is able to login and make all the necessary modifications. This results in:

- reduced service costs to you through elimination of technician visits
- instant gratification on service modifications, creating a satisfied customer
- complete visibility and increased customer control of the company directory, call groups, and routing selection
- ability to provide employees with the feature bundle they need to work effectively

Intuitive, Rich Control for End Users

End users are provided access to phone control through any web browser. It unlocks the rich phone features and information previously trapped in the phone set that could only be accessed through the keypad. Simple, efficient control of the phone feature set is now at the end user's disposal.

Oria gives end users:

- intuitive interface for phone and feature control
- access to information previously locked in the phone set
- increased efficiency for phone configuration
- access to their business phone information from anywhere in the world

Cambrai Oria

Scale	
Total Users	Determined by hardware resources
Networking	
Communications Platform	Supports MCD Version 4.1 or newer
	Compatible with corporate networks
Deployment Environment	
Service Provider	Supports deployments direct to customer
Large Enterprise	Can be deployed to branch offices or within groups
Management	
Provisioning	Provides single point of access for service providers and enterprise users
Self Service	Self-service options can be enabled for an enterprise to add new users, change service plans, remove users, and upgrade features
Integration	Facilitates integration with billing and operations systems
Specifications	
Operating System	Red Hat® Enterprise Linux® 5.0+ or CentOS 5.5+
	Can run in a virtualized environment

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