



## **COLT TELECOM SELECTS COMANAGE TRUESOURCE TO MANAGE OSS DATA INTEGRITY, IMPROVE OPERATIONS PRODUCTIVITY**

### **Fidelity-Backed Pan-European Carrier Taps TrueSource To Enhance Network Utilization, Contain Operation Expenses, Boost Service Management**

CoManage UK Ltd, the first supplier of Network-Driven™ Data Integrity solutions for telecom carriers, today announced that COLT Telecom has chosen CoManage TrueSource to improve the data integrity of its Operations Support Systems (OSS) and resource management processes.

COLT, a leading pan-European provider of business communication services, selected TrueSource to enhance network visibility and increase the accuracy of service management processes, producing a better overall service experience for COLT's customers.

TrueSource is the industry's first Data Integrity Management software solution for improving the quality of resource data in telecommunications carriers' OSS databases. The system enables carriers to achieve detailed understanding and more granular control over customer services and the resources that support them.

"CoManage's TrueSource solution supports our mission of becoming the most responsive and customer-focused telecoms provider in Europe," said Ken Starkey, Chief Operations Officer of COLT. "TrueSource provides a foundation of highly accurate data to drive our critical service management processes and ensure network utilisation is at its most efficient. COLT is recognised across the industry for delivering some of COLT customers with even faster service turn up, more rapid response to repair requests and an enhanced experience."

COLT, which has network presence in 32 cities across 13 European countries, and is backed by Fidelity Investments, will use TrueSource as the core of a data integrity improvement project that will focus on reconciling the carrier's extensive transport network with its inventory management databases. This project will enable the carrier to base its service fulfilment and assurance processes on highly accurate data, promoting operational efficiency and higher network utilisation.

"Forward-thinking carriers like COLT understand the importance of improving OSS data integrity and know how to use operational efficiency as a competitive advantage," said **Stephen Davids**, Managing Director of CoManage UK Ltd. "TrueSource will help COLT achieve its business goals by enabling the carrier to make the most efficient use of resources while maintaining the highest standards of service quality and customer service."

TrueSource combines the industry's most advanced discovery engine with the most flexible reconciliation engine for continually updating a carrier's inventory management systems and other OSS databases with highly accurate information. With TrueSource, carriers can: contain operations expenses caused by provisioning fall out and rework; reduce unnecessary truck rolls; accelerate repairs and trouble management; recapture stranded assets and capacity; prevent revenue leakage; and cut unneeded capital expenditures.

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"Improving data integrity across the OSS yields numerous operational and resource management advantages, such as higher service profitability and greater network flexibility," said Sanjay Mewada, Director of Telecom Software Strategies at The Yankee Group, an industry analysis firm. "With its discovery and reconciliation technology, CoManage has staked an early leadership position in the area of OSS data integrity management."

### **About CoManage**

CoManage (<http://www.comanage.net>) is the first supplier of Network-Driven Data Integrity Systems, helping carriers improve the accuracy of data in their existing operations support systems (OSSs) for more profitable service delivery. CoManage TrueSource is the first system providing network and service auto-discovery, discrepancy management and reconciliation. The system recovers lost network equipment, prevents revenue leakage and improves the success rate of operations processes, including provisioning.

CoManage's industry-leading solutions have captured numerous awards, including the top prizes in new telecom management software in the SUPERQuest awards competition and the OSS Excellence awards competition. More information on CoManage and its products is available at <http://www.comanage.net>, or by calling +44 1252 851 871.

### **About COLT Telecom**

COLT Telecom Group plc is a leading pan-European provider of business communications services. COLT has over 17,000 network services and Data Centre Solutions customers. The company owns an integrated 20,000 kilometre network that directly connects over 9,000 buildings in 32 major cities in 13 countries augmented with points of presence in every business centre in Europe and across the globe. COLT supplies customers across the full spectrum of the finance, industry, service and government sectors with unrivalled end-to-end network security, reliability and service.

COLT Telecom Group plc is listed on the London Stock Exchange (CTM.L) and NASDAQ (COLT). Information about COLT and its products and services can be found on the web at [www.colt.net](http://www.colt.net).

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**Network-Driven is a trademark of CoManage Corporation.**

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