



KASHTRIX

CORPORATE SOLUTION PROPOSAL

AI-NATIVE TELECOM OPERATIONS PLATFORM

KASHTRIX OSS/BSS

Where Networks, Business, and AI Work Together.

Unified operations for ISPs and telecom operators - network, devices, customers, billing, field teams, fiber infrastructure, observability, and AI automation in one controlled platform.

Unified OSS/BSS

AI Agents

Network & Device Operations

Syslog & Observability



01 / EXECUTIVE SUMMARY

One operating system for modern ISP and telecom business

KASHTRIX is designed to connect operational technology and business operations so teams work from the same customer, service, network, device, financial, and workflow context.

Platform scope

OSS + BSS + AI

Operating model

Multi-tenant / branch-aware

Experience

Web + native apps

Automation

Controlled & auditable

Unified operations

- Network monitoring and NOC workflows
- Device configuration and multi-vendor control
- Customer, service, billing and support context
- Field operations, inventory and communications

AI-native workforce

- Role-specific AI agents for NOC, support, billing, finance, sales, provisioning and field operations
- Natural-language task handling with context
- Approval-gated execution and verification
- Ticket and task progress visibility

Observability & response

- Centralized Syslog collection and parsing
- Real-time alarms, correlation and incident workflows
- Network performance, traffic, optical and subscriber health
- Notification and automation triggers

Business control

- Branch and reseller management
- Billing, collections, revenue and finance
- Customer lifecycle and CRM
- Role-based dashboards, audit and security

Business proposition

Replace fragmented workflows with one platform that connects service delivery, network operations, customer experience, field execution, finance, and AI automation.

02 / CONTENTS

Proposal structure

The document is organized around operating domains rather than isolated product modules, making it easier to understand how KASHTRIX supports complete service and business workflows.

Platform & Architecture	Pages 04-06	AI Workforce & Call Automation	Pages 07-08
Network, Devices & NOC	Pages 09-11	Syslog & Automated Response	Pages 12-13
Fiber & Access Network	Pages 14-17	Customer, Sales & Revenue	Pages 18-21
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Document approach

Each section explains business purpose, operational capabilities, control principles, and how the module connects with the wider OSS/BSS platform.

Solution philosophy

KASHTRIX emphasizes shared context, real-time visibility, automation with governance, and a consistent user experience across teams.

03 / BUSINESS CONTEXT

Why telecom operations need one connected platform

ISPs and telecom operators commonly run network tools, billing systems, CRM, spreadsheets, support systems, field processes, and device terminals as separate operational islands.

Fragmented visibility

- NOC sees alarms but not customer or revenue impact
- Support sees tickets but not full network path
- Finance sees invoices but not service state
- Field teams may work outside the core operational system

Manual coordination

- Repeated data entry across systems
- Slow escalation between departments
- Device configuration depends on specialist access
- Troubleshooting requires switching between tools

Operational risk

- Inconsistent permissions and credentials
- Limited audit trail across tools
- Configuration errors and unverified automation
- Delayed detection of service-impacting events

KASHTRIX response

- Shared data model for customers, services, assets and tasks
- Role-based dashboards and workflow ownership
- Controlled device actions and AI assistance
- Integrated observability, GIS, billing, support and field operations

Detect → **Understand** → **Coordinate** → **Act** → **Verify**

04 / PLATFORM ARCHITECTURE

A shared operational layer across network, business, and AI

The platform architecture is designed around a common operational data model, service APIs, real-time events, controlled tools, and role-specific experiences.



Experience layer

Role dashboards, customer portal, field staff app, AI chat/workspace, maps, reports and device workspaces.

Business services

CRM, billing, finance, support, sales, inventory, branches, resellers, communications and reporting.

Network services

Device management, NOC monitoring, Syslog, ACS/TR-069, RADIUS/AAA, IPAM, OLT/ONT/BNG and Fiber GIS.

Control & integration

APIs, event bus/WebSocket, workflow engine, permission checks, approvals, credential references, audit and AI capability registry.

05 / SERVICE PORTFOLIO

Complete service portfolio - one operating model

KASHTRIX combines traditionally separate OSS and BSS domains while keeping each function independently governed and permissioned.

Network Operations NOC, topology, monitoring, alarms, traffic	Device Management Multi-vendor config, sessions, terminal, backup	Access Network OLT, ONT/ONU, BNG, ACS, RADIUS, IPAM	
Observability Syslog, parsing, correlation, retention, incidents	Customer & CRM Lifecycle, KYC, services, customer 360	Billing & Revenue Invoices, payments, collections, assurance	
Finance GL, cash/bank, expenses, budgets, profitability	Sales Leads, campaigns, conversion, onboarding	Field Operations GPS, dispatch, work orders, photos, status	
Inventory Stock, serial/batch, vendors, warehouse	Fiber GIS OLT/splitter/ONT/customer GPS and route geometry	AI Workforce Agents, call automation, task orchestration	
One login Role-aware experience	One data model Shared operational context	One workflow layer Cross-department coordination	One audit trail Accountable actions

06 / AI WORKFORCE

AI agents aligned to operational responsibilities

KASHTRIX AI Agents are positioned as controlled digital workers that interpret requests, use registered capabilities, update tasks, and collaborate with users without bypassing permissions or approvals.



NOC AI Agent

- Summarize alarms and outages
- Correlate network events
- Recommend diagnostics
- Create or update incidents

Support AI Agent

- Understand customer issue context
- Draft responses and troubleshooting steps
- Create, route and update tickets
- Escalate when required

Billing & Finance Agents

- Explain balances and invoices
- Assist reconciliation and collections
- Summarize revenue/expense trends
- Prepare controlled workflow actions

Sales, CRM & Marketing Agents

- Lead qualification and follow-up
- Customer segmentation and retention insights
- Campaign support
- Pipeline summaries

Provisioning & Inventory Agents

- Coordinate service activation
- Check dependencies and stock
- Create operational tasks
- Verify completion

Field Operations Agent

- Dispatch support
- Work-order summaries
- GPS/location context
- Completion and escalation assistance

07 / AI CALL CENTER

AI voice support that can troubleshoot, act, and escalate

The AI Call Center connects voice interactions to the same customer, service, network, billing, device, and ticket context used by operational teams.



Incoming Call → Identify → Understand → Troubleshoot → Resolve / Escalate

Common support tasks

- Internet not working / slow service
- Wi-Fi and CPE checks
- Device/service status
- Billing and payment questions

Operational actions

- Create and update tickets
- Run approved diagnostics
- Trigger predefined workflows
- Notify customer of progress

Human handoff

- Escalate with full summary and context
- Preserve call and troubleshooting history
- Route by skill, priority or service impact
- Continue follow-up after handoff

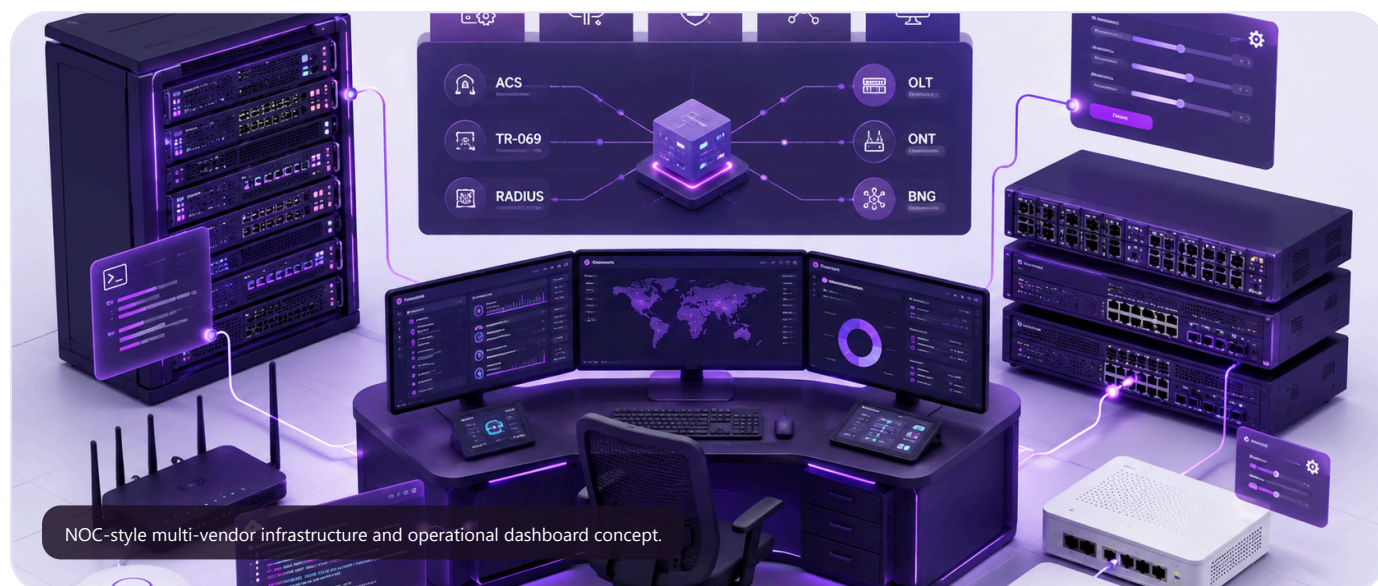
Governance

- No arbitrary commands
- Registered tools only
- Approval gates for risky actions
- Verified completion before closure

08 / NOC & MONITORING

Real-time operational awareness for network teams

The NOC workspace brings device health, service status, alarms, traffic, subscriber context, and incident activity into a role-specific operational dashboard.



Health monitoring

- Online/offline state
- CPU, memory and temperature
- Latency, packet loss and reachability
- Interface and service state

Traffic intelligence

- RX/TX rates and utilization
- Packets, errors and discards per second
- Historical interface charts
- Top consumers and capacity views

Service awareness

- Optical signal watch
- PON/ONU status
- IP pool utilization
- Service and device dependencies

Incident operations

- Alarm severity and ownership
- Correlation and suppression
- Tickets and incidents
- Real-time WebSocket updates

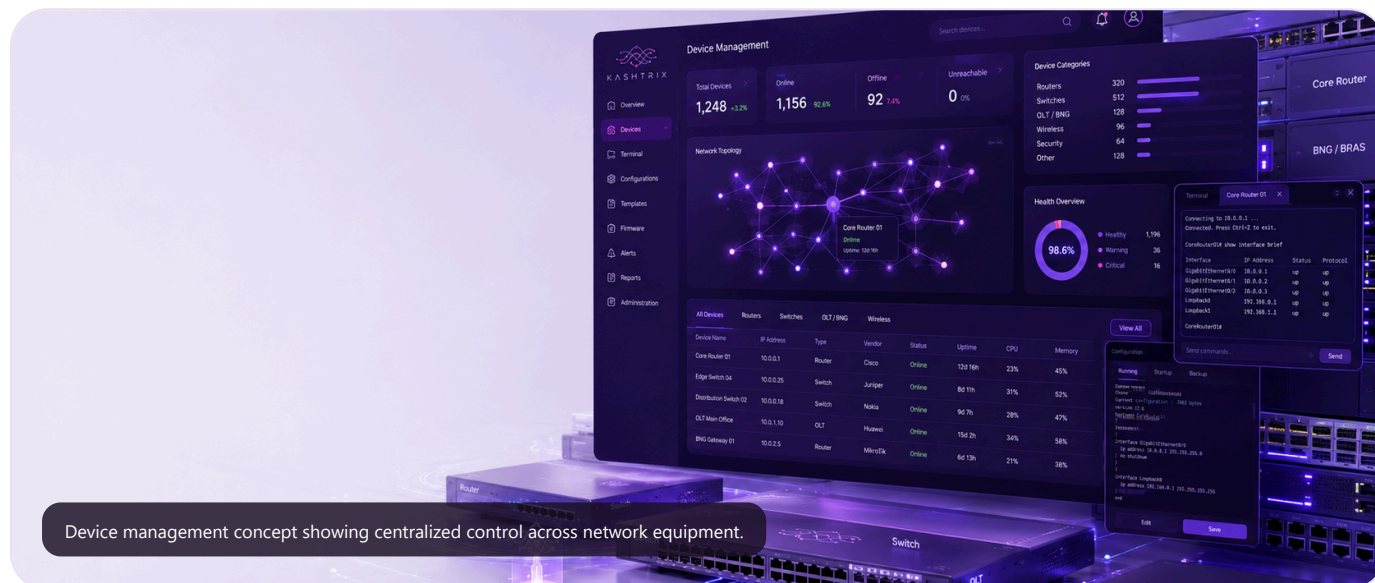
Traffic accuracy

Cumulative byte/octet counters are converted to rates using sampled deltas and elapsed time, with rollover, restart, stale-data, and first-sample handling.

09 / DEVICE MANAGEMENT

Multi-vendor infrastructure from one controlled workspace

KASHTRIX is designed to normalize device access while preserving vendor-specific capabilities, inventory, command syntax, and protocol preferences.



Device families

- MikroTik
- Cisco
- Juniper
- Nokia
- Huawei
- BDCOM / VSOL / CData
- FortiGate / Sophos
- Linux and generic network devices

Management capabilities

- Live device status and inventory
- Interfaces, VLANs, routing and services
- Config backup/restore and firmware workflows
- Vendor-aware forms and parsers

Protocol strategy

- RouterOS API / REST / SSH / SNMP
- NETCONF / RESTCONF / gNMI where available
- Vendor APIs for firewalls and access platforms
- SSH fallback under controlled permissions

Session architecture

- Persistent server-side sessions
- Credential isolation from browsers
- Route reuse without reconnecting
- Tenant-isolated real-time updates

10 / REMOTE CONFIGURATION

Controlled configuration, custom terminal, and verified changes

Network engineers need direct operational access without sacrificing security, auditability, and guardrails.

Custom terminal

Secure device terminal with backend session reuse, command history, permission checks, audited execution, and contextual device information.

Structured configuration

Vendor-specific forms use live device data for interfaces, bridges, VLANs, routing tables, profiles, ports and other selectable resources.

Change safety

Backup-before-change options, candidate/compare/commit flows where supported, post-change verification, and rollback pathways.

AI-assisted operation

AI can recommend or request an approved tool action, but it does not invent raw shell, SQL, or network commands outside the capability registry.

Configuration principle

Structured tools first. Vendor-aware parsing. Least privilege. Approval where required. Verify before completion.

11 / SYSLOG SERVER

Centralized Syslog collection, search, analytics, and alerting

The Syslog service consolidates network and server events from multi-vendor infrastructure, turning raw messages into structured operational information.



Collection

- UDP/TCP Syslog
- TLS Syslog
- Device/source inventory
- Live event streaming

Parsing

- RFC 3164 / RFC 5424
- Vendor parsers
- JSON / key-value / regex
- CEF / LEEF

Analytics

- Events per second
- Severity distribution
- Top devices/vendors/categories
- Processing latency and parser success

Operations

- Search and saved filters
- Retention and archive policy
- Export and reporting
- Incident/ticket creation

12 / EVENT CORRELATION

From raw events to a controlled automated response

Rules, correlation, and AI analysis help reduce noise and connect events to devices, customers, services, and workflows.



Collect → Parse → Correlate → Assess Impact → Act → Verify

Rule conditions

- Device/vendor/type
- Severity/facility/application
- Message/regex/parsed fields
- Threshold count and time window

Response actions

- Create incident or support ticket
- Notify NOC / email / SMS / WhatsApp
- Assign AI or human owner
- Run approved diagnostic workflow

Noise management

- Cooldown and suppression
- Correlation groups
- Duplicate reduction
- State-aware recovery events

AI assistance

- Summarize event bursts
- Explain probable causes
- Identify affected customers/services
- Draft incident and troubleshooting plan

13 / FIBER GIS

Physical network visibility from POP to customer

Fiber GIS connects geospatial infrastructure to customer services, network assets, capacity, faults, field operations, and planning.



GPS asset model

- POP, router and BNG locations
- OLT and frame/slot/PON context
- Master and secondary splitter locations
- ONT/ONU and customer GPS

Route geometry

- Stored cable/fiber route
- Core, distance and status
- Capacity and fault attributes
- Optical-loss context

Customer path

Highlight POP -> Router -> BNG -> OLT -> PON -> Splitter -> ONT/ONU -> Customer using stored geometry.

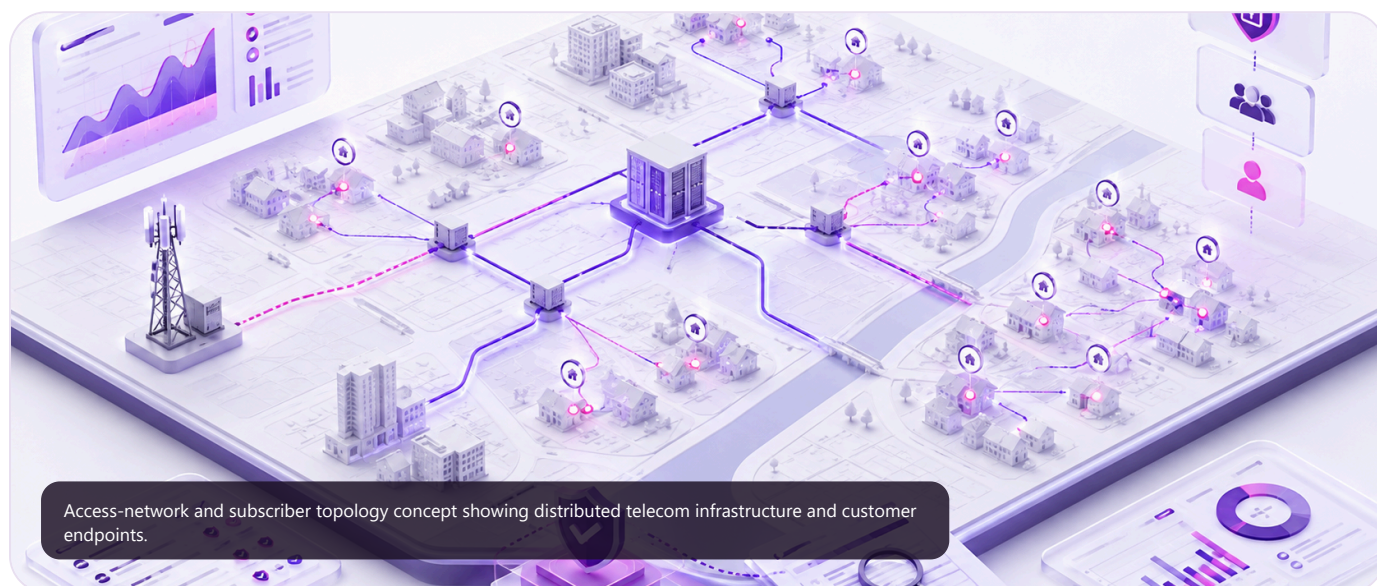
Field use

Work orders, installation verification, asset discovery, route planning, fault localization and as-built updates.

14 / ACCESS NETWORK

OLT, PON, ONU/ONT, and BNG operations

Access-network workflows combine inventory, provisioning, monitoring, subscriber context, alarms, and controlled configuration.



OLT management

- Chassis/card/slot/PON inventory
- DBA, line and service profiles
- VLANs, service ports and VLANIF/IP
- Backups, discovery and alarms

ONT/ONU management

- Discovery and registration
- Provisioning and customer assignment
- Optical RX/TX and signal status
- Dying gasp, status and remote diagnostics

BNG management

- Cards, MDAs, ports and LAGs
- Optics, VLAN/IP and routing
- Subscriber/session visibility
- Candidate, compare, commit and rollback where supported

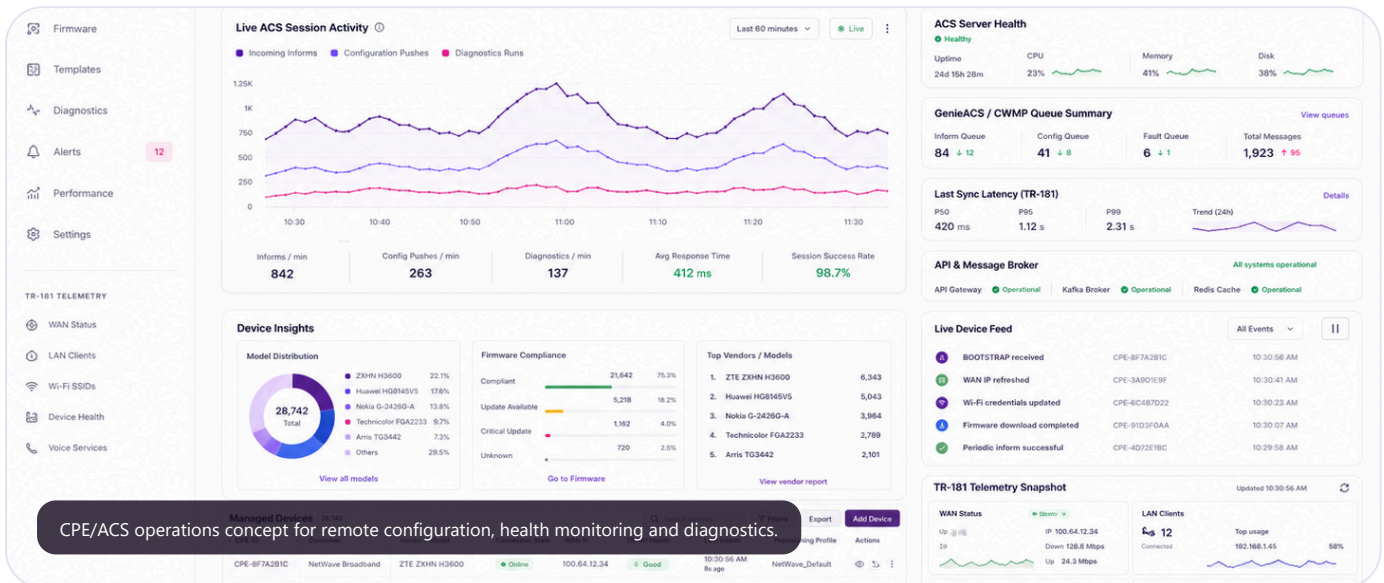
Service linkage

- Customer/service record
- RADIUS/accounting context
- GIS path and field installation
- Support ticket and alarm context

15 / ACS & TR-069

CPE lifecycle and remote service assurance

ACS extends service operations into the customer premise by connecting CPE inventory, configuration, diagnostics, firmware, and Wi-Fi visibility to the customer record.



Provisioning

- CPE discovery and enrollment
- Auto-provisioning templates
- Parameter read/write
- Configuration compliance

Experience

- WAN status
- Wi-Fi settings and health
- LAN and connected devices
- Customer-linked CPE visibility

Maintenance

- Firmware campaigns
- Script or parameter push
- Remote diagnostics and reboot
- Configuration history

Support integration

- Support agent device context
- Customer troubleshooting workflows
- Ticket-linked diagnostics
- AI-assisted analysis

16 / RADIUS, AAA & IPAM

Identity, subscriber sessions, and address resources

Authentication and IP resources are connected to customer and service context so support, NOC, provisioning and billing teams can reason from the same operational record.

RADIUS / AAA

- Authentication and authorization
- Accounting and session history
- NAS management
- CoA and policy management

Subscriber sessions

- Active session monitoring
- Customer/service linkage
- Usage/accounting context
- Session diagnostics

IPAM

- IPv4/IPv6 pools and subnets
- Assignment and utilization
- Customer/device mappings
- Pool exhaustion alerts

DHCP integration

- Address assignment context
- Lease visibility
- Branch/service segmentation
- Operational troubleshooting

Connected context

A support case can connect customer identity, active session, assigned IP, CPE state, access-network path, alarm history, and billing status without changing systems.

17 / CUSTOMER & CRM

Customer 360 connected to real service delivery

CRM is designed as an operational customer record, not a disconnected contact database.

Customer profile

- Identity, KYC and documents
- Contacts and communication preferences
- Account status and balance
- Branch/reseller ownership

Service context

- Plans/packages and lifecycle
- Linked devices, ONT/CPE and IP
- Usage and authentication context
- GIS location and service path

Interaction history

- Tickets and complaints
- Calls and messages
- Invoices and payments
- Field visits and work orders

Lifecycle workflows

- Lead conversion and onboarding
- Activation and installation
- Upgrade/downgrade/suspension
- Retention and closure

One customer view

Commercial + technical

One service history

Changes + events

One interaction record

Support + communications

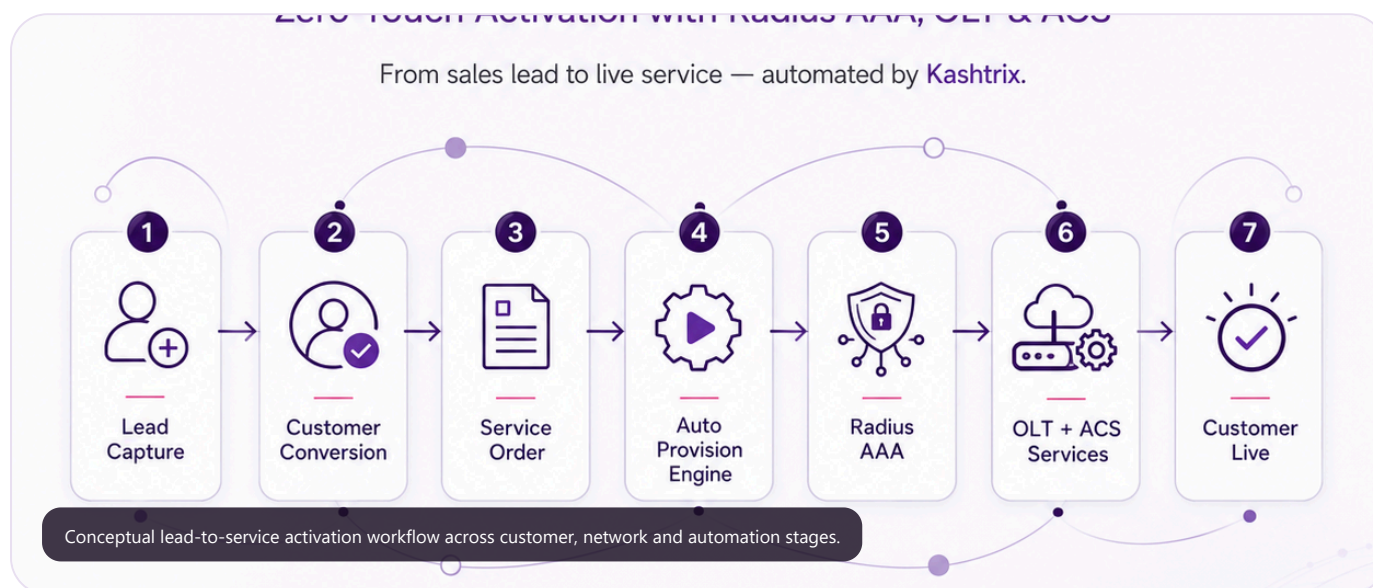
One workflow context

Tasks + approvals

18 / SALES & ONBOARDING

From lead to activated service with fewer handoffs

KASHTRIX connects sales activity to feasibility, KYC, customer creation, inventory, field installation, provisioning and first billing.



Lead management

- Source, location and service interest
- Owner, branch/reseller and stage
- Follow-up tasks and next actions
- Campaign attribution

Conversion

- Customer and service creation
- KYC/document workflow
- Package and pricing selection
- Installation requirements

Operational handoff

- Feasibility checks
- Field work order
- Inventory/device allocation
- Provisioning workflow

AI assistance

- Qualification summaries
- Follow-up drafts
- Stalled-pipeline alerts
- Suggested next action

19 / BILLING & REVENUE

Flexible billing linked to service and customer state

Billing operations include recurring charges, invoices, payments, collections, adjustments, and revenue reporting within the same platform context.

Billing models

- Postpaid
- Prepaid
- Hybrid
- Recurring package/service charging

Invoice lifecycle

- Invoice generation
- Due dates and statements
- Credits/debits and adjustments
- Downloadable customer history

Payments

- Gateway integration
- Payment capture and receipts
- Customer self-service payment
- Reconciliation

Collections

- Reminders and dunning
- Collection queues
- Escalation tasks
- Policy-based service actions

Revenue assurance

- Service vs billing consistency
- Usage/accounting context
- Exception and leakage indicators
- Branch/reseller/customer analysis

Reporting

- MRR/revenue trends
- Aging and outstanding balances
- Collections performance
- Package/service profitability

20 / FINANCE

Financial control beyond subscriber billing

Finance capabilities extend from transaction capture to management reporting so revenue, costs, branches, resellers, inventory and operational activity can be understood together.

Core accounting

- Chart of accounts
- General ledger
- Journal control
- Financial periods

Cash & bank

- Cash receipts/payments
- Bank accounts
- Reconciliation
- Cash position

Income & expense

- Revenue classification
- Expense tracking
- Vendor/payment context
- Cost-center views

Planning & analysis

- Budgets
- Variance analysis
- Profitability
- Executive finance dashboards

Operational linkage

- Branch and reseller reporting
- Inventory and procurement context
- Billing and collections
- Field and service cost visibility

Auditability

- Transaction history
- User/action attribution
- Approval paths
- Exportable reports

21 / BRANCH MANAGEMENT

Operate multiple branches without losing central control

Branch-aware design allows local teams to work within their operating scope while management retains consolidated visibility and governance.

Branch scope

- Customers and services
- Staff and permissions
- Inventory and field teams
- Network assets and operational data

Commercial operations

- Branch sales and leads
- Billing and collections
- Revenue and finance
- Reseller ownership

Operational dashboards

- Customer growth
- Revenue and collections
- Network health
- Tickets and field work

Governance

- Tenant/branch isolation
- Role-based access
- Central policies
- Audit by user and branch

Management view

Compare branches while preserving local ownership of customers, staff, inventory, field work, and operational responsibilities.

22 / RESELLER MANAGEMENT

Reseller and sub-reseller operations inside the same service ecosystem

KASHTRIX supports channel-based customer acquisition and service management while maintaining commercial and operational visibility.

Hierarchy

- Reseller and sub-reseller levels
- Ownership and territory
- Permission boundaries
- Customer association

Commercial control

- Balances and credit
- Commission rules
- Recharge/payment tracking
- Package assignment

Customer operations

- Onboarding
- Service requests
- Support context
- Billing visibility according to role

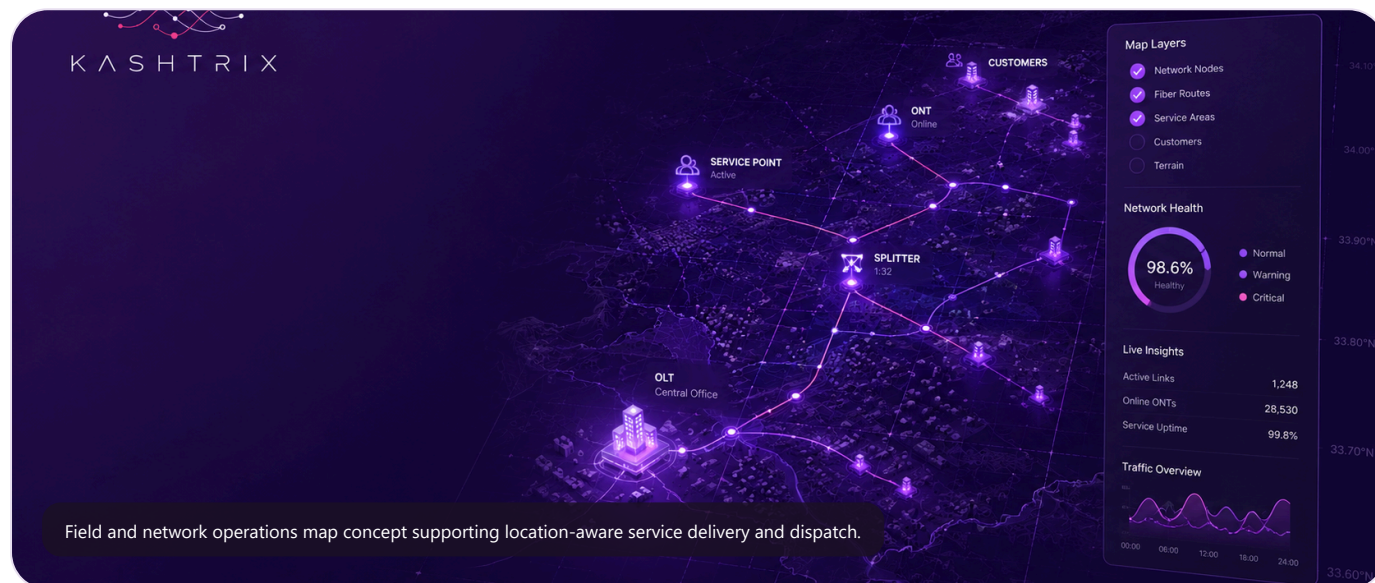
Reporting

- Revenue and collections
- Customer growth
- Commission
- Performance by reseller and territory

23 / FIELD OPERATIONS

Real-time field staff visibility, GPS tracking, and traffic-aware dispatch

Field operations connect work orders, technicians, customer locations, network assets, inventory, and live location data.



Live workforce map

- Current field staff GPS
- Job status and availability
- Assigned tasks
- Branch/team filtering

Route & traffic context

- GPS-based route history
- Traffic-aware dispatch planning
- Nearest-skilled-technician selection
- Travel and arrival visibility

Work execution

- Installation and maintenance orders
- Fault and outage tasks
- Photos and notes
- Geo-tagged completion evidence

Asset-aware jobs

- OLT/splitter/ONT/customer coordinates
- Customer service path
- Assigned equipment and serials
- Network fault context

24 / CUSTOMER APP

Native self-service experience for customers

The customer app reduces support dependency by giving subscribers a clear view of service, usage, billing, Wi-Fi, support and account activity.

Service & usage

- Current plan and service state
- Usage visibility
- Service upgrade/downgrade requests
- Real-time notifications

Billing

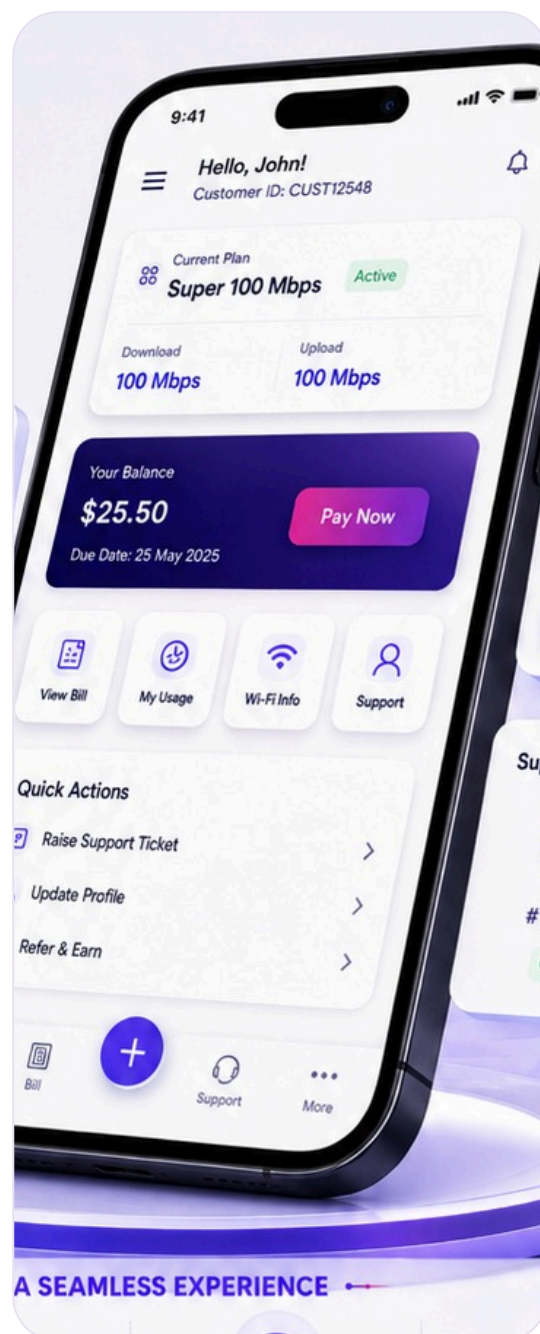
- Balance and invoice history
- Download bills
- Online payment
- Payment status

Wi-Fi & device

- Wi-Fi information
- Connected devices
- CPE/ONT context where exposed
- Basic diagnostics

Support

- Create and track tickets
- View updates
- Notifications
- Profile and communication preferences



Self-service

Fewer routine support calls

Payments

Faster digital collection

Visibility

Service + usage + ticket status

Experience

One branded customer touchpoint

25 / FIELD STAFF APP

Mobile tools for technicians and field teams

The field app puts customer, asset, route, job, inventory and completion workflows into the technician's hand.

Work orders

- View and accept assignments
- Priority and SLA context
- Customer and service details
- Installation/maintenance checklists

Location

- Navigation to customer or asset
- GPS status
- Route tracking
- Arrival and completion coordinates

Evidence

- Capture photos
- Add notes
- Record serial/device information
- Signature or proof of work

Connectivity

- Online/offline work
- Deferred sync
- Notifications
- Status and escalation

Operational result

Field work becomes measurable and connected to the same customer, network, inventory, billing, and support records used by office teams.

26 / SUPPORT & TICKETING

Support that understands the customer and the network

Ticketing combines customer context, device/network diagnostics, knowledge, SLA, communications and AI assistance.

Case management

- Ticket creation and categorization
- Priority, SLA and ownership
- Assignment and escalation
- Status and history

Operational context

- Customer/service profile
- Device/CPE/ONT and session data
- Recent alarms and Syslog events
- GIS path and field history

Agent tools

- Knowledge base
- Troubleshooting workflows
- Customer communication
- Time tracking and notes

AI support

- Intent understanding
- Suggested resolution steps
- Draft replies and summaries
- Controlled diagnostic actions

27 / INVENTORY & ASSETS

Track stock, devices, assignments, and movement

Inventory supports telecom-specific asset control across warehouses, branches, resellers, field staff, installations, and customer assignments.

Stock

- SKU/item master
- Quantity by location
- Low-stock alerts
- Stock adjustments

Serialized assets

- Serial/batch tracking
- Vendor/model details
- Lifecycle state
- Warranty/context fields

Procurement

- Vendors
- Purchase orders
- Receiving / GRN
- Returns

Distribution

- Warehouse to branch
- Branch to technician
- Technician to customer
- Installed asset association

Operational link

- Work orders
- Customer service
- OLT/ONT/CPE assignment
- Replacement and recovery

Reporting

- Stock movement
- Aging
- Utilization
- Reorder and exception views

28 / COMMUNICATIONS

One communication layer for operational and customer events

KASHTRIX can coordinate messages from billing, support, network events, campaigns, and workflows using configurable channels.

Channels

- Email
- SMS
- Official WhatsApp Business Cloud API
- Optional unofficial WhatsApp integration
- In-app notifications
- Webhooks

Customer messaging

- Billing reminders
- Outage and recovery notices
- Ticket updates
- Service announcements
- Campaigns

Operational messaging

- NOC alerts
- Device events
- Field task assignment
- Escalations
- Approval requests

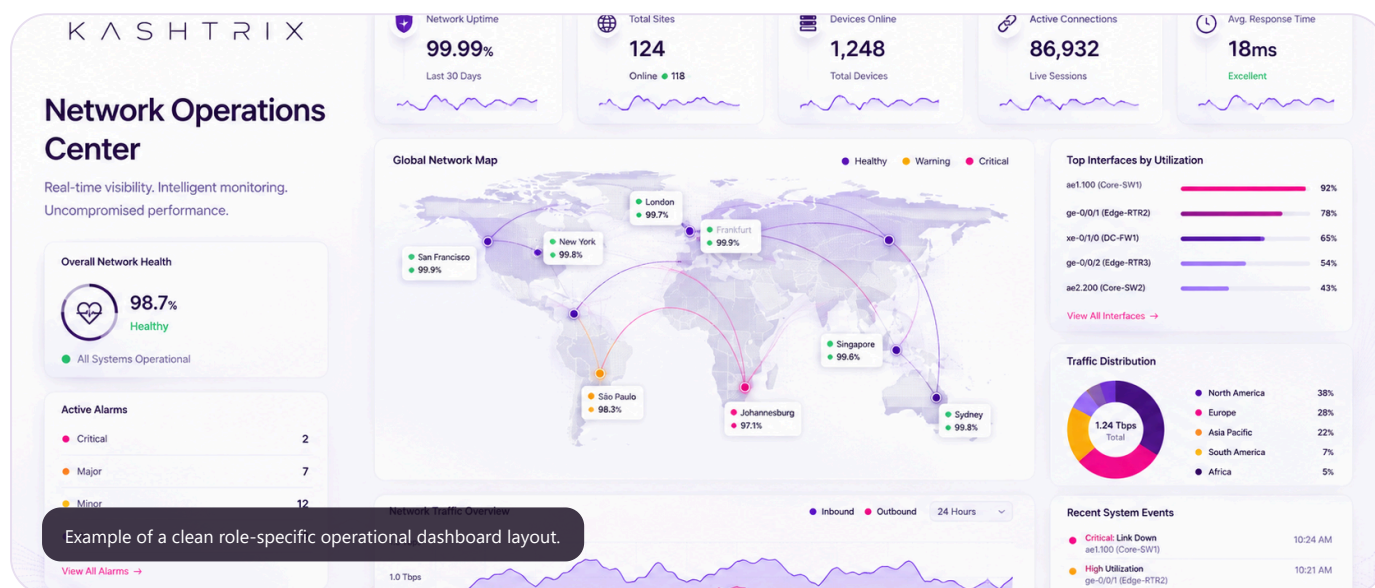
Control

- Templates and variables
- Opt-in / opt-out handling
- Delivery/status tracking
- Cooldowns and routing rules

29 / REPORTS & ANALYTICS

Role-specific insight from operational and business data

Dashboards are designed around job responsibilities so teams see the KPIs, alerts, queues, and actions that matter to their role.



Dashboard controls

Widgets can be configurable, draggable, resizable, collapsible, refreshable and persisted by user/role/tenant/branch.

Reporting

Scheduled reports, custom report builder, drill-down, KPI views, exports, trend analysis and operational exception reports.

30 / SECURITY & GOVERNANCE

Security, permissions, approvals, and accountability by design

Operational automation is useful only when actions are bounded by identity, role, tenant, branch, approval, secret handling, and audit controls.



Access control

- Users and roles
- Fine-grained permissions
- Tenant and branch isolation
- Device/action scopes

Secrets

- Credential references
- No credentials in browser payloads
- Protected backend access
- Secret-safe logging

Change governance

- Approval workflows
- Read-only defaults for testing
- Backup/verify/rollback for changes
- Audit of actor, action and result

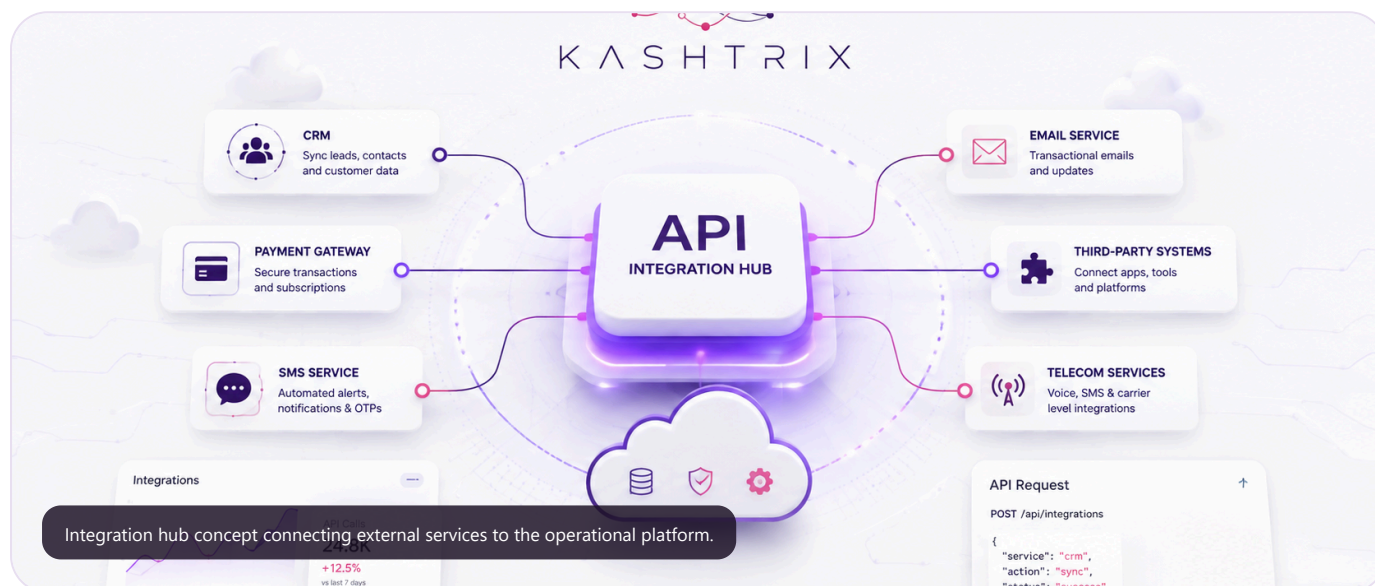
AI governance

- Registered tools only
- No arbitrary SQL/shell/network commands
- Model and agent policy controls
- Verified execution status

31 / APIS, INTEGRATIONS & MCP

Integration-ready platform for existing telecom ecosystems

KASHTRIX is designed to connect with device APIs, business systems, communications, payment providers, monitoring tools, and AI context/tool standards.



Network protocols

- SNMP v2c/v3
- SSH
- NETCONF / RESTCONF
- gNMI
- RouterOS API / REST
- Vendor APIs

Business integrations

- Payment gateways
- Email and SMS providers
- ERP/accounting connectors
- External CRM or ticketing
- Webhooks

Platform APIs

- REST APIs
- Event-driven integration
- WebSocket real-time updates
- Tenant-aware authorization

AI / MCP context

- Controlled tool exposure
- Schema-defined capabilities
- Permission and approval metadata
- Operational context for agent workflows

32 / DEPLOYMENT ARCHITECTURE

Flexible deployment for scale, isolation, and operations

The solution can be deployed with clear separation between user experience, application services, real-time channels, data stores, device connectors, background workers, and observability.



Application tier

- Web/API services
- Role-based UI
- AI orchestration services
- Workflow engine

Real-time tier

- Existing WebSocket infrastructure
- Tenant-isolated rooms/events
- Device/session status
- Live dashboards and alerts

Connector tier

- Device protocol adapters
- Syslog listeners/parsers
- Communication connectors
- Payment and external integrations

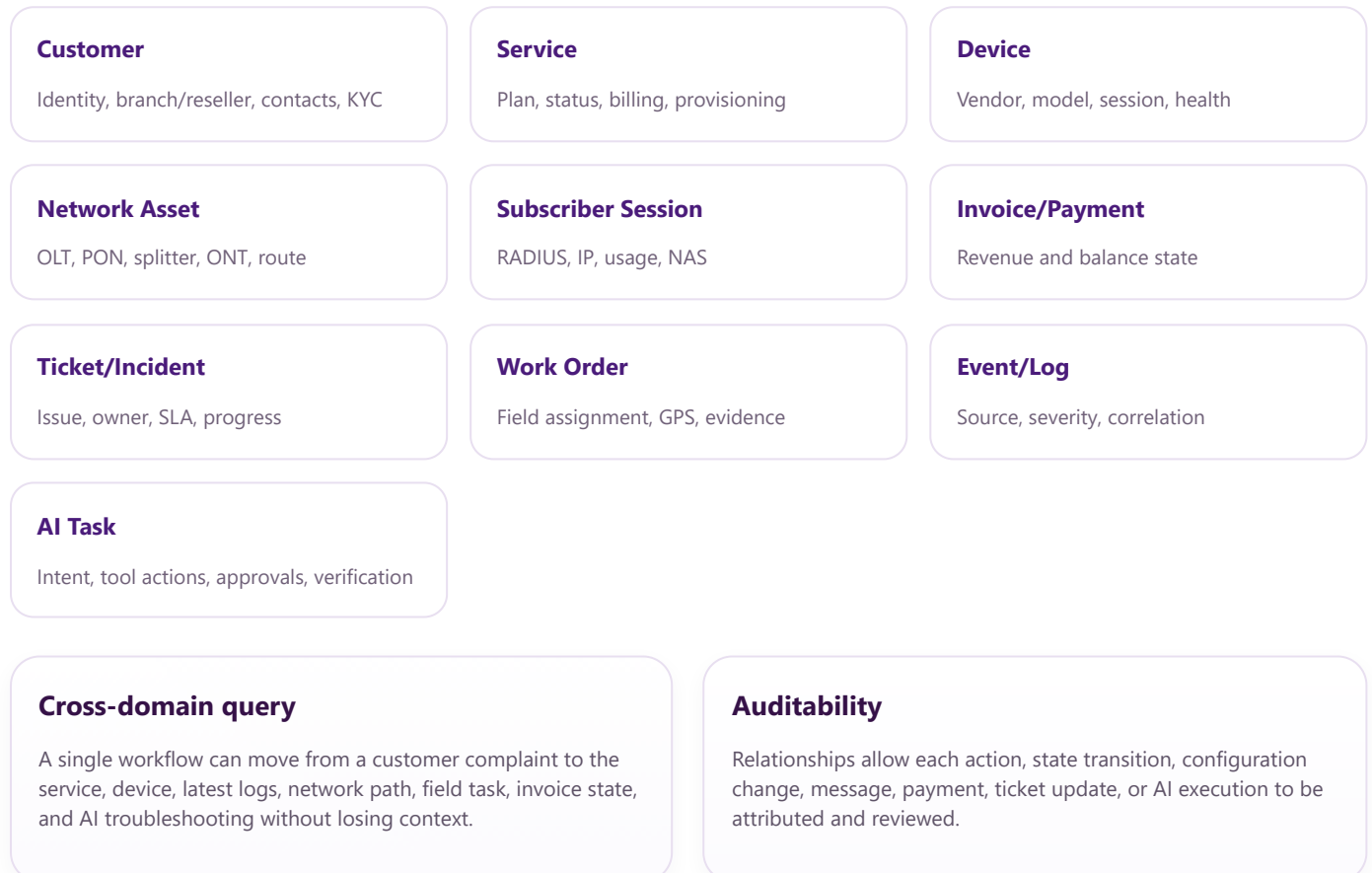
Data tier

- Operational database
- Time-series/metrics data
- Logs and retention stores
- File/object storage and backups

33 / DATA & OPERATIONAL MODEL

Shared objects connect customer, network, business, and workflow context

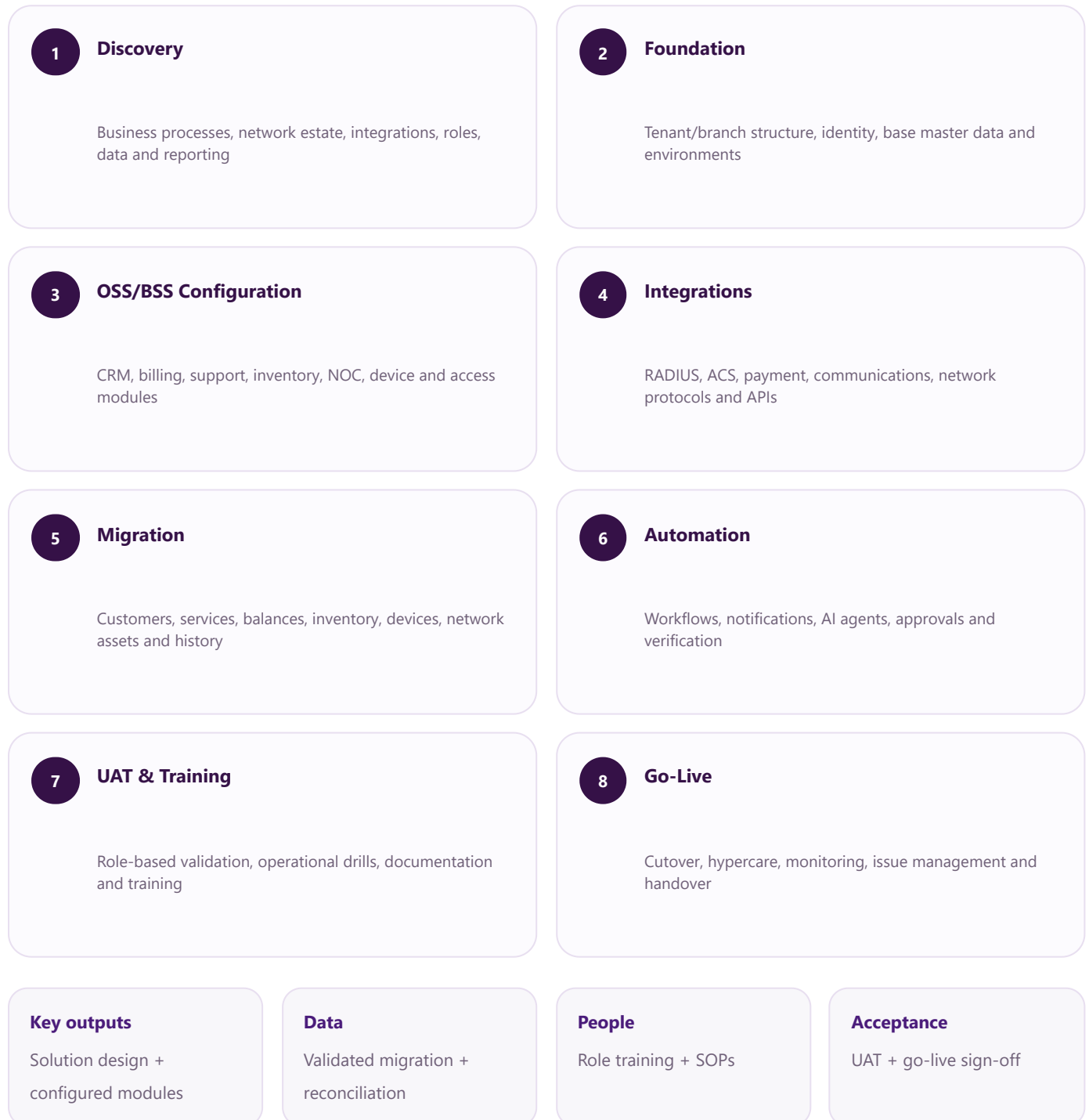
The platform becomes more valuable when modules reference the same operational entities instead of copying data into isolated systems.



34 / IMPLEMENTATION

Structured implementation from discovery to controlled go-live

A phased delivery model reduces risk and allows business, network, data, and automation workflows to be validated incrementally.



Delivery principle

Prioritize end-to-end business and service workflows over isolated feature activation, with measurable acceptance criteria for each phase.

35 / MIGRATION & ACCEPTANCE

Data quality, operational validation, and acceptance criteria

Migration should preserve the relationships required for billing, support, provisioning, GIS, field operations, and reporting - not simply copy tables.

Migration domains

- Customers and KYC
- Services/packages and status
- Balances/invoices/payments
- Network devices and assets
- Inventory and serials
- Tickets and operational history

Validation

- Record counts and reconciliation
- Relationship integrity
- Customer/service mapping
- Financial balance checks
- Device and access-network discovery
- GIS location and route verification

Operational acceptance

- Login/roles and tenant isolation
- Critical workflows
- Monitoring and alerts
- Billing cycles
- Field workflows
- Backup and recovery

Go-live controls

- Cutover plan
- Read-only freeze windows if required
- Rollback criteria
- Issue triage and ownership
- Hypercare metrics
- Formal sign-off

36 / OPERATIONS & SUPPORT

Ongoing governance after implementation

A production OSS/BSS platform needs operating procedures for change, incidents, access, backups, integrations, AI, and continuous improvement.

Platform operations

- Health monitoring
- Backup schedules
- Capacity and performance
- Patch and release management

Network operations

- Connector/session monitoring
- Parser health
- Device access reviews
- Protocol/vendor change management

AI operations

- Agent configuration reviews
- Model/provider controls
- Tool permission audits
- Task quality and fallback monitoring

Service management

- Incident/problem management
- Support escalation
- SLA tracking
- Release communication

Governance

- Role/permission reviews
- Credential rotation
- Audit review
- Data retention policies

Continuous improvement

- Dashboard refinement
- Workflow optimization
- Automation candidates
- User feedback and adoption

37 / COMMERCIAL ENGAGEMENT

A solution engagement built around scope, integration, and measurable outcomes

Commercial terms should reflect the selected modules, user/tenant scale, device and subscriber estate, integration complexity, migration requirements, deployment model, customization, training, and support.

Scope definition

- Selected OSS/BSS modules
- AI agent/call automation scope
- Native app requirements
- Branch/reseller/field workflows

Integration scope

- Network vendors and protocols
- Payment/communication providers
- Existing CRM/ERP/billing systems
- Custom APIs and data exchange

Delivery services

- Discovery and design
- Configuration/customization
- Migration and integration
- Testing/training/go-live

Support model

- Warranty/hypercare
- Support SLA
- Managed operations options
- Upgrade and roadmap planning

Commercial note

Final pricing, timeline, inclusions, support levels, and acceptance terms are defined in the customer-specific statement of work and commercial quotation.



NEXT STEP

Build a simpler, smarter operating model.

Bring network operations, devices, customers, billing, field execution, observability, and AI automation into one controlled platform.

Request a solution workshop or demo

kashtrix.com

info@kashtrix.com

Where Networks, Business, and AI Work Together.

