



Operate More Intelligently with Symphonica, the Leader in Agentic No-Code OSS for Telcos

The OSS/BSS industry still depends on custom projects and professional services for over 90% of its revenue. This model is slow, expensive, and creates vendor lock-in. Every change, integration, or product launch requires long, costly interventions on the vendor's terms. It holds telcos back, limiting their ability to innovate and compete. What worked in the days of monopolies no longer fits a market that demands speed and flexibility.

To address these challenges, we created the Next-Generation OSS: **Symphonica, the first Agentic AI-driven, cloud-native, no-code SaaS platform.** Symphonica uses AI and no-code technology to automate and integrate services across any platform, accelerating innovation, time-to-market, and operational efficiency.

Service Order Management

Symphonica automates services across cloud and network domains, managing multi-vendor lifecycles in physical, virtual, SDN, and cloud environments. It offers real-time, end-to-end visibility and a unified BSS interface, built on cloud-native architecture and open standards like TM Forum and MEF.

Multi-Domain Orchestrator and Activator

Symphonica automates the lifecycle of multivendor and virtual network services, simplifying hybrid network operations. It's cloud-native, vendor-agnostic, and built on BPM orchestration with multi-protocol connectors. Automation is triggered via standardized Open APIs or network events, enabling dynamic services and closed-loop processes.

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Advanced Agentic AI Network Solutions

Our agentic AI-powered solutions ensure that services are managed intelligently and adaptively, providing real-time decision-making and zero-touch provisioning that accelerates time-to-market for new products and services.

Key Business Accelerators

Automate and connect anything to anything instantly

Use no-code and AI agents to create connectors to any network or cloud technology in minutes instead of months.

Grow revenues quickly

Launch new products in hours instead of months with pre-configured connectors, AI suggestions, and drag-and-drop.

Avoid vendor lock-in

No-code means anyone can add or modify existing workflows, connectors, functionality, and automation.

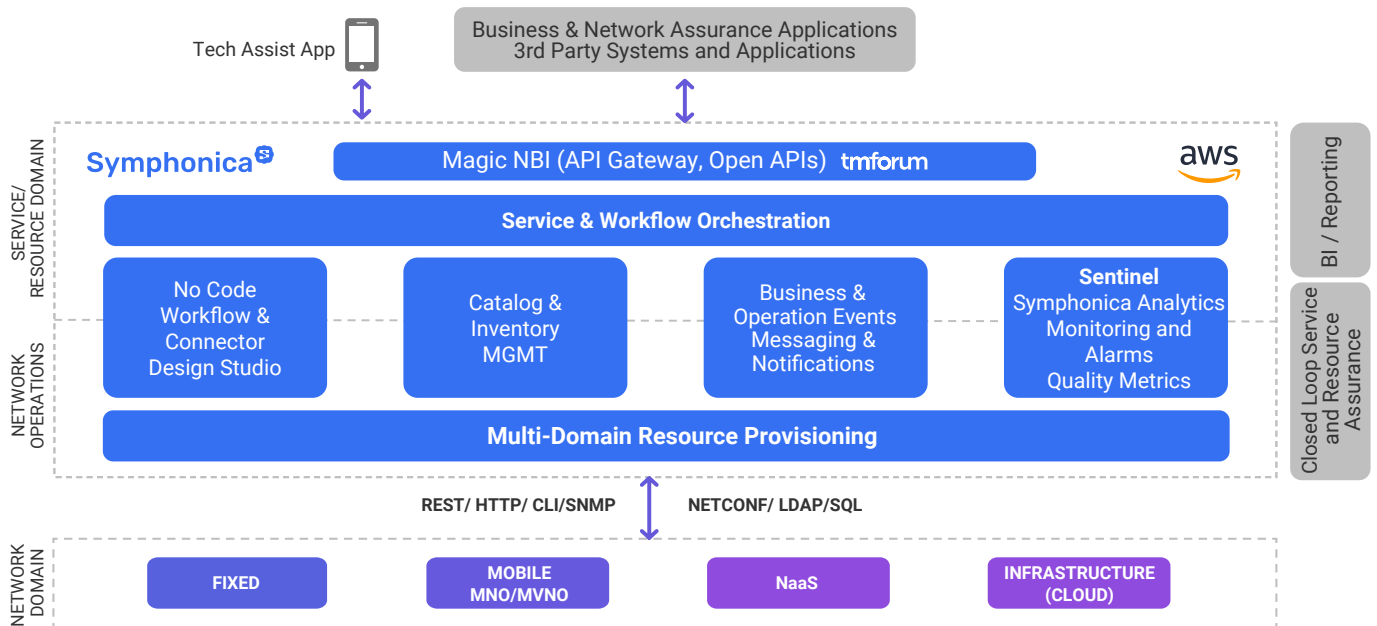
Reduce costs and accelerate projects

No-code eliminates programming, upgrades, and long-term projects, reducing professional services by over 90%.

Boost efficiency

No-code enables inexpensive and faster iterations to continuously reduce waste and improve efficiency.

Symphonica Architecture



Future-proof Architecture - Symphonica was built for the cloud to provide a plug and play no-code platform to address orchestration, activation and provisioning needs.

Key Features

Award-Winning No-code Design Studio

Use our Design Studio to create their own workflows and easily design, configure, deploy and test services without writing a single line of code.

Network-Aware for Closed-Loop Automation

Symphonica delivers closed-loop assurance flows by automatically onboarding new devices or changes on the network topology without impacting end-user services.

Pre-Built Packages

No need to create workflows and connectors from scratch. Work with quick-launch packages of pre-built activation workflows and network adapters designed according to the industry's best practices. Adjust these standard connectors to your network or create your own.

More than 120 network elements are integrated: [Access Technologies that work with Symphonica](#).

Real-Time, End-to-End View of the Entire Service

Symphonica's Service and Resource Catalog and Inventory allows advanced catalog-driven orchestration and an end-to-end view of the entire service. The catalog helps break down customer-facing services into resource-facing services, which are translated into network device commands with all the technical attributes required for the service activation process.

Bridge the Gap Between Network and IT Symphonica enables lifecycle management of different service types and network technologies from a single point - Fixed, Wireless, Residential, Business Services, 5G, SDN/NFV and OTT Subscriptions, among others.

Use Cases

Automate Telecom Operations

- Empower your teams to automate any and all workflows with agentic orchestration in minutes.

Consolidate OSS and Silos

- Replace legacy orchestrators, cartridges and hardcoded logic with a no-code, convergent platform that spans mobile, fixed and enterprise domains.

Fix Order Fallouts

- Order fallouts cause missed activations, delayed billing and lost revenue. Symphonica detects, reports and resolves fallouts with AI-powered root cause analysis.

Enable True Agility

- Launch fast, often and cheap. Then double down on what works and evolve daily with Symphonica's no-code design, agentic automation and instant deployment.

Improve Customer Experience

- Deliver faster, simpler and a more reliable service experiences to customers without the friction of manual steps or legacy bottlenecks.

Open Gateway

- Symphonica's CAMARA API catalog allows you to build custom workflows tailored to your unique network environment, using intuitive drag-and-drop tools and smart AI prompting

Enable Autonomous Networks

- Thanks to agentic AI workflows, Symphonica enables self-healing: when services fail, virtual agents diagnose, act and adapt to allow autonomy.

Grow Revenues

- Monetize faster by launching new services in just days with no-code speed and AI-driven orchestration

How Does Symphonica Help Your Business?

Revenue Growth

- **New Revenue Streams:** Monetize network assets through agile new service offerings.
- **Accelerated Time-to-Revenue:** Launch new commercial offerings in days instead of months.

Business Operations Efficiency

- **No-Code Automation.** Minimize manual interventions with automated workflows and agentic AI management..
- **Cost Reduction:** Consolidate acquisitions, turn off legacy systems, and slash professional service costs by 90%.

Service Predictability

- **Significant Error Reduction:** Reduce order errors, ensuring reliable service activation and consistent service delivery.
- **AI-Driven Insights:** AI agents can discover, correct and prevent service issues.
- **Radical Product Optionality**
- **Agile Product Launch:** Quickly introduce and automate a wide range of products and services with drag-and-drop ease.
- **Multi-Vendor Integration:** Seamlessly integrate diverse technologies and vendor solutions. Choose from a library of hundreds, or quickly build your own connectors.

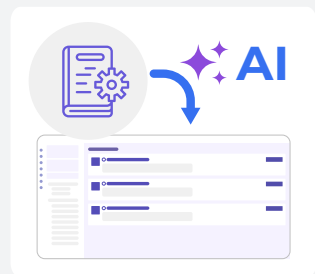
Symphonica's Agentic AI-powered features four tools to enhance productivity:

I. **Rapid Log Analysis:** Analyze complex logs swiftly, pinpointing the exact reason for the failure in seconds, instead of spending hours searching for answers.

II. **Optimize Workflows:** Copilot provides intelligent suggestions on how to optimize workflows. Whether recommending a new sequence of tasks or identifying bottlenecks, this assistant guides CSPs along the path of industry best practices.

III. **Syntax simplification:** Copilot is a trusted assistant that distills the data to only the most relevant and crucial details to operate faster.

IV. **AI-powered connectors:** Work side-by-side with an AI agent to upload the manual for a particular networking technology/product and lay the foundations of a Connector in minutes.



Symphonica is available in a SaaS, hassle-free, FinOps-friendly model (all cloud infra charges included in subscription) and fully managed using DevOps CI/CD pipelines and SRE best practices.

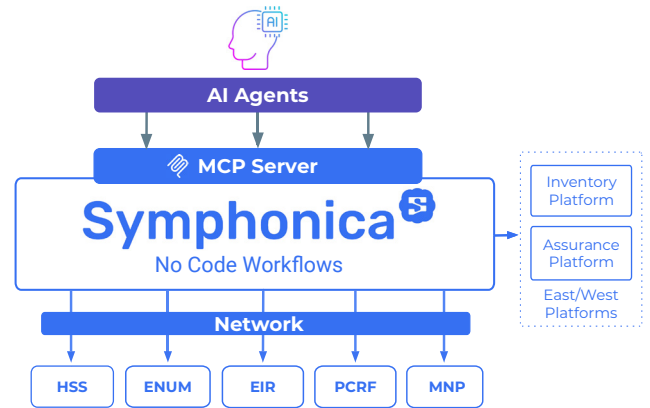
Latest Advancements in Symphonica's Feature Set:

MCP Server

Enable Symphonica to expose the **orchestration workflows** (e.g., service provisioning, configuration compliance checks, diagnostics) as MCP-compatible tools, allowing seamless integration with LLM agents, enabling use cases such as:

- **AI-driven Service Activation:** An AI agent receives a request like "Activate GPON for customer 123" and uses MCP to trigger the corresponding Symphonica orchestration flow.
- **Automated Troubleshooting:** An LLM agent requests diagnostics or fetches the current status of a network element by calling MCP-exposed tools like getServiceStatus or runLineTest.
- **Dynamic Configuration Updates:** Modify SSIDs, VLANs, or customer profiles using commands initiated via conversational AI, which map to underlying Symphonica flows.

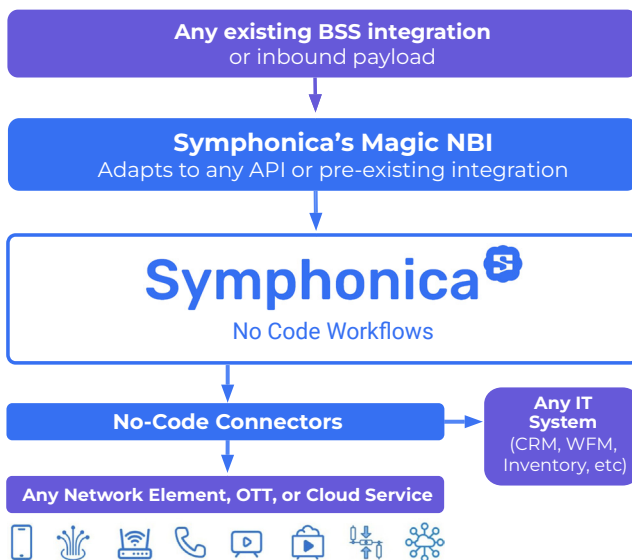
Model Context Protocol (MCP) server



Expose the **orchestration workflows** (e.g., service provisioning, configuration compliance checks, diagnostics) as MCP-compatible tools to AI Agents

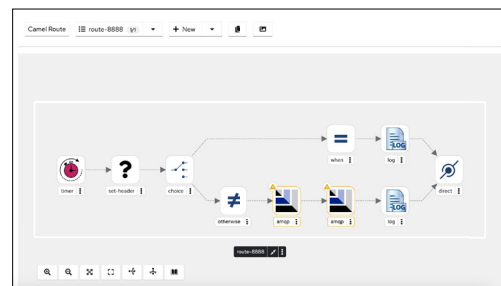
Magic NBI

Magic NBI Configuration Editor and AI-based Mapping



Replace and Upgrade Legacy OSS Components Quickly and Securely

- Enables the replacement of legacy systems without touching your BSS.
- Make any legacy system ODA compliant.



Configuration Editor (Design Studio)

Symphonica's Magic NBI features and functionality enable operators to quickly integrate to their legacy systems, all in support of TMForum standards and ODA compliance:

- TMF641 - Service Order Management API
- TMF633 - Service Catalog Management API
- TMF638 - Service Inventory Management API
- TMF639 - Resource Inventory Management API