Scoped Application Design Document

Symphonica
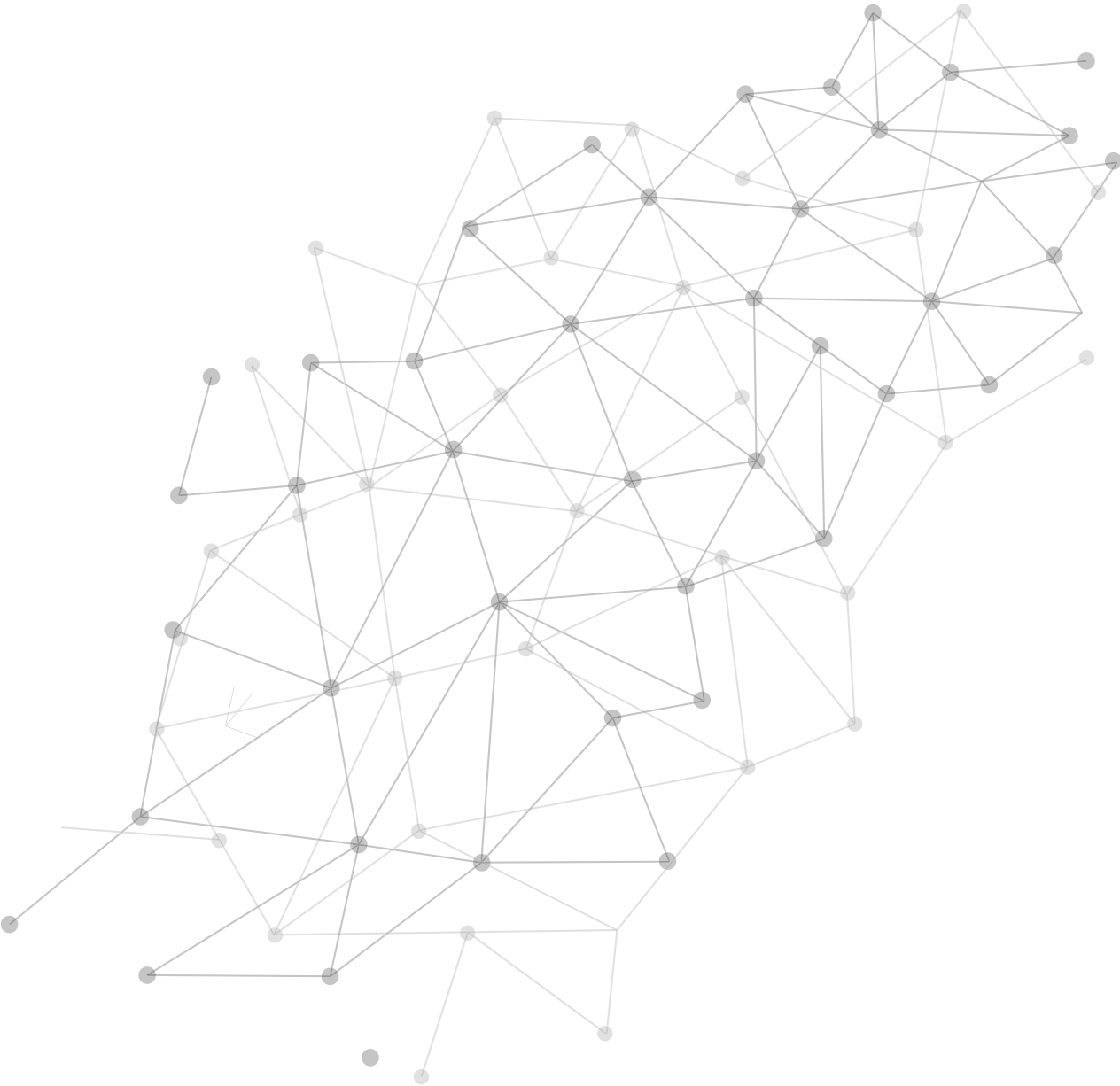
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1. Overview

This Design Document describes the design of the scoped application and will be used throughout the integration process.

This document is intended to enable ServiceNow Certification Engineers and Technical Support members to:

- Understand the integration completely
- Identify areas of risk to platform security or platform stability
- Troubleshoot any potential third-party issues
- Identify potential threats and controls and assess risk

# 2. Application overview and intended use

Symphonica:

- Is a No-Code Integration Framework that quickly and easily integrates complex network devices and virtual services.

- Activates any service, technology, or network from a single point, out of the box, multi-tenant platform.

- Is Multi-Domain, Multi-Technology, Multi-Vendor

- Has a Domain-Based Architecture

- Provides abstraction layer to complex southbound proprietary interfaces and protocols.

- Provides a codeless integration engine where network devices and external systems can be easily integrated, not only by using simple Webservices or Restful APIs, but also via other protocols like SNMP, LDAP, SQL, and Command-Line Interfaces like TL1, SSH, and Telnet, Netconf, among others.

- Manages queuing, prioritization, and rate limits.

- All networking technologies and other applications are supported by the Symphonica Integration Engine, and accomplished through point-and-click configurations and without writing a single line of code.

- Provides a number of pre-built configuration packages for previously implemented technology and use cases.

The integration framework engine controls the connections with southbound network devices and virtual services and handles all the messaging required, both at the protocol and the application level.

3. Software architecture overview

Hi-level diagram of the integration between ServiceNow and Intraway:

Service Orchestration & Activation
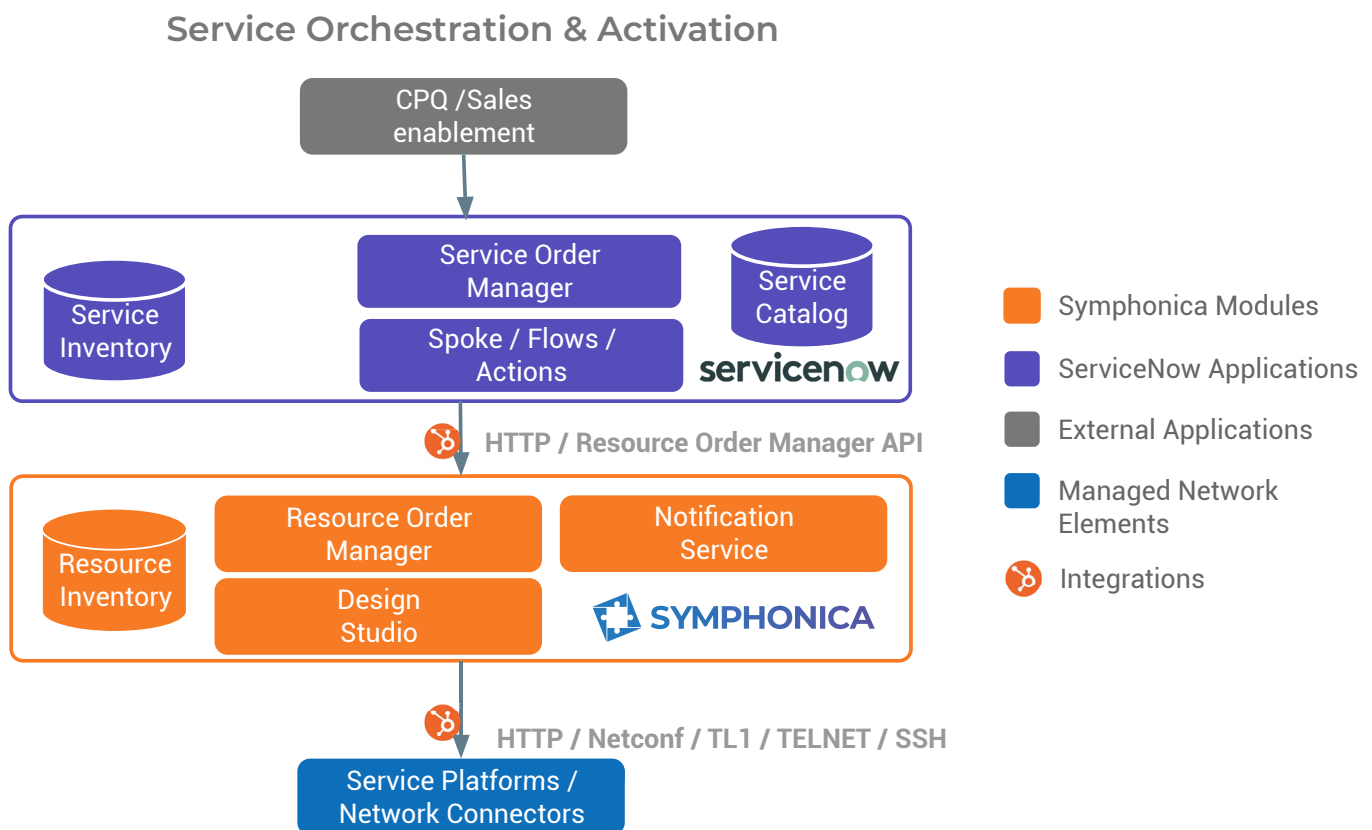
High-level description of Symphonica end-to-end flow:
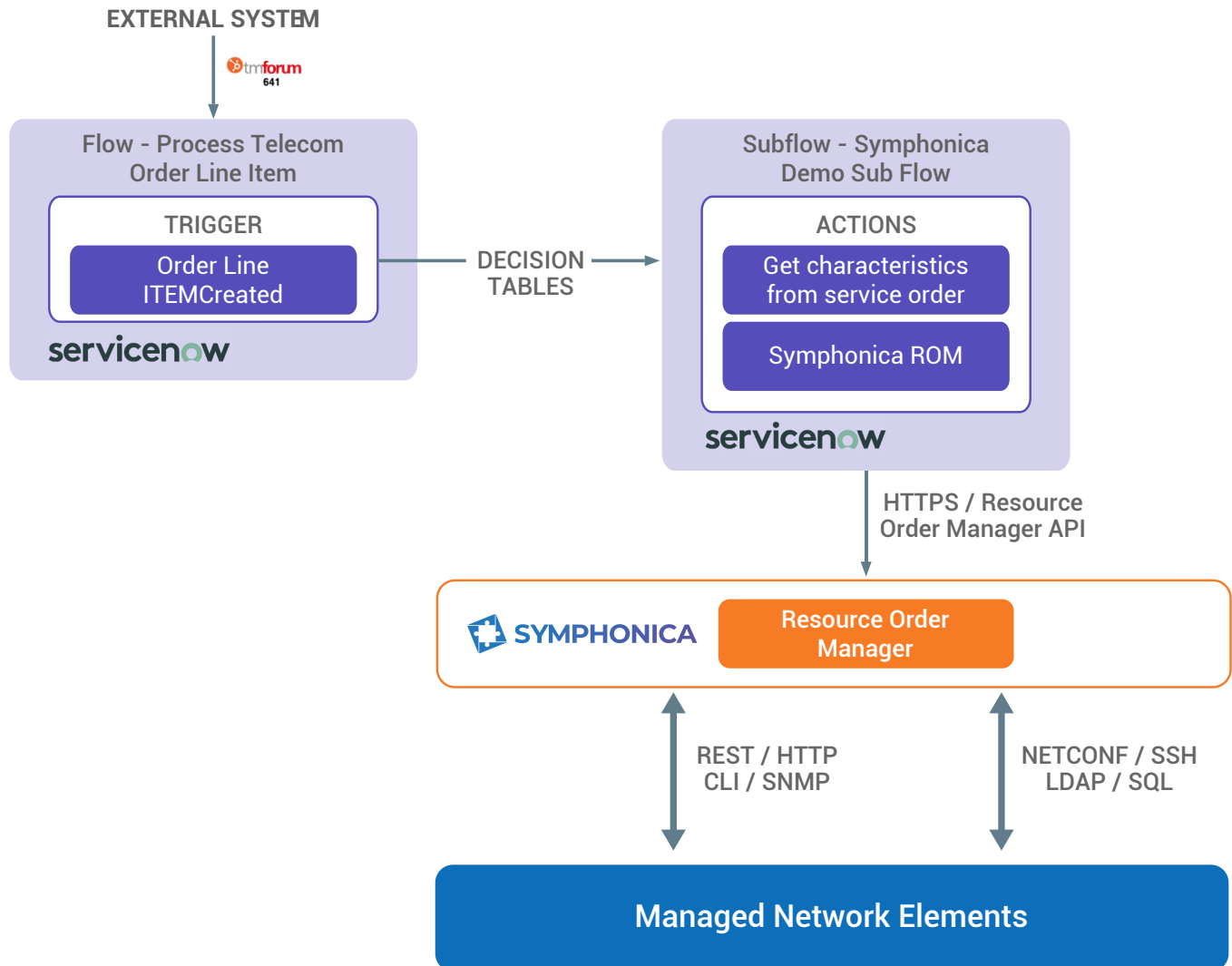
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With over 40 million subscribers successfully served in more than 20 countries over three continents, **Intraway** specializes in driving fixed-line and wireless operators' Digital Transformation projects with a 100% success rate. Supported by a staff that clients claim is a natural extension of their team, Intraway supports telco cloud initiatives for operators looking to reduce OpEx and migrate BSS/OSS functions to the Cloud.

Our globally deployed, award-winning Business Process and Service Orchestration platform, **Symphonica**, is a no-code, cloud-native, telco-grade orchestration and service activation platform for automating the entire life cycle of services orchestrated across multiple networks and technology domains. Whether Communications Service Providers (CSPs) want to increase agility through automation, modernize their operations or embrace digital transformation, Symphonica has them covered.

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