

Proactive Protection and Cost Minimisation with EMU CAPP

Executive Summary

The Communications Fraud Control Association estimates that toll fraud causes US\$27 Billion in worldwide losses each year. In the world of Unified Communications as a Service (UCaaS), maintaining systems controls, uptime, security, and customer satisfaction are vital. For Service Providers operating BroadWorks platforms, unauthorised changes and user misconfigurations frequently lead to costly outages, toll fraud, and service degradation. These result in increased support ticket volumes, fraud losses, lost revenue, and degraded customer trust.

EMU CAPP (Calling and Provisioning Protection) is an intelligent safeguard that analyses and intercepts unauthorised or potentially harmful configuration changes, eliminating this risk through real time prevention. EMU CAPP saves providers time, protects against cyber risk and toll fraud, and dramatically reduces operational costs by preventing support issues from ever reaching the helpdesk.

EMU CAPP: A Shield Against Unauthorised Change

EMU CAPP operates alongside the UCaaS management layer and the core BroadWorks platform. It operates as a passive observer that does not interrupt the normal flow of calls. Functioning as a supervisory-observer component, it continuously monitors and evaluates each provisioning or configuration request in near real time. When CAPP identifies a request (from an API, portal, third-party system, or human operator) that may adversely affect service integrity, as the observing supervisor it intervenes proactively by issuing notifications to senior systems admins to approve the change and/or reverting the changes if so configured in the Service Provider business rules configured at install.

Core Capabilities:

- Near real-time escalation of high-risk or out-of-policy change requests.
- Automatic detection of cyber threats (toll fraud, DoS attempts).
- Protection against customer error (disabling key features or deleting call flows).
- Configurable role-based control of who can make and/or approve what kinds of changes.

This proactive architecture allows service providers to revert harmful changes before they affect users, eliminating the root cause of many support tickets and toll fraud.

The Hidden Cost of Support Tickets

Support tickets are the most visible, and expensive, symptom of service configuration errors. Whether caused by misinformed customers, faulty integrations, or internal provisioning oversights, each ticket represents:

- Direct support costs
- Customer dissatisfaction
- Operational disruption
- Reputational damage

For large-scale UCaaS providers, hundreds or thousands of these tickets per month translate to significant financial burden and internal resource drain.

A New Layer of Cyber Protection

While EMU CAPP's primary focus is on provisioning accuracy and stability, it also delivers critical cyber resilience. In an era of increasing security threats, the BroadWorks layer has become a potential attack vector, often overlooked by traditional security tools.

EMU CAPP defends this by:

- Reverting harmful changes originating from compromised customer portals.
- Preventing external integrations from making unauthorised changes.
- Identifying and rejecting suspicious configuration activity in real time.

This additional layer of protection ensures providers are not only efficient, but secure.

Operational Cost Minimisation

The most powerful ROI metric of EMU CAPP lies in its ability to prevent issues, rather than respond to them. With fewer incidents entering the support system, operational efficiency increases significantly.

Outcomes:

- **Toll Fraud prevention:** by alerting configuration changes, this materially and substantially reduces the likelihood an attacker can reconfigure routing to toll numbers.
- **Reduced ticket volume:** By preventing configuration mistakes, support teams deal with fewer incidents.
- **Improved MTTR:** Issues that do arise are often less severe, thanks to controlled provisioning.
- **Lower L3 escalation rates:** Many problems never make it past Level 1 or require engineering involvement.
- **Fewer customer credits/refunds:** Outages avoided mean SLAs are met consistently.

Designed for Service Providers, Built to Scale

EMU CAPP is native to the BroadWorks ecosystem, designed by BroadSource to meet the real-world needs of telecom operators. It integrates seamlessly into existing BroadWorks environment, which means it scales with even the largest multi-tenant environments.

By passively listening to change and calling patterns in BroadWorks, EMU CAPP enforces policies with no impact on performance and no need to rearchitect the environment.

View the [EMU Calling and Provisioning Protection \(CAPP\) demo](#)

Request a copy of the full [White Paper](#)

For more information visit our [website](#) or email sales@broadsource.com.au

About the EMU Core Platform

EMU simplifies the management of growing Cloud Collaboration platforms through pre-built functions and a powerful software integration environment. EMU performs many subscriber manipulation tasks that were once considered infeasible, and specialises in the subscriber management and integration of BroadWorks platforms by:

- Automating complex tasks and unlocking product innovation
- Integrating diverse Cloud Collaboration elements
- Managing relentless subscriber growth

Out of the box, EMU supports a wide range of pre-built automations and integrations for the Cisco BroadWorks platform, with coverage extending beyond CommPilot and over 3,500 APIs across all major OCI versions. EMU has become the 'go-to' architecture for mediation and orchestration.

The EMU Assistant, or EMA, replaces tired old customer portals delivering a powerful System and Customer Group Administrator (CGA) self-service experiences. Deployed across millions of users for use on both desktop and mobile devices via Progressive Web Application (PWA) architecture.

About BroadSource

BroadSource is a leading provider of innovative telecommunications products and services with a commitment to cutting-edge software and customer-centric solutions for Communications Service Providers worldwide.

Note to Editors

If you require further information or would like to arrange an interview with a representative from BroadSource, email marketing@broadsource.com.au