TM Forum Open APIs
Conformance Certification

Company Name:

Tata Communications Transformation Services UK Ltd

Product Name and Release Version:

Neo Automata™ – Cognitive NOC*v3.2.0*

TM Forum Open API Name and Release Version:

TMF629 – Customer Management v5.0.0

Date: 28/10/2026

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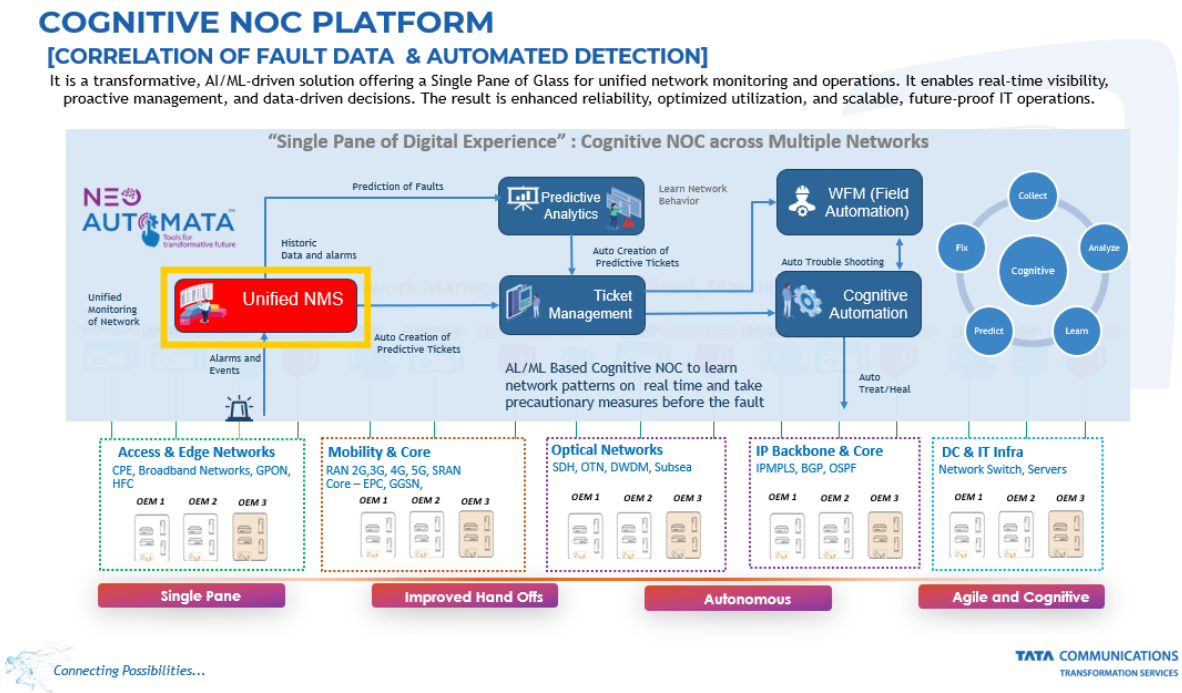
1. What Product or Solution does your API support?

Neo Automata™ is a comprehensive automation platform that enables cognitive, intent-driven network operations and seamless integration across connectivity domains.

Cognitive NOC is a suite within Neo Automata™ that delivers predictive and autonomous network operations capabilities, supporting the progression towards zero-touch operations and fully autonomous networks.

Unified NMS (UNMS) is the umbrella network management suite within Cognitive NOC, providing fault, inventory, performance, security, and network reconciliation capabilities. In this solution context, TMF629 Customer Management provides a standard interface for customer information exchange between internal systems and operational applications.



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2. Overview of Certified API

Within Neo Automata™, the TMF629 Customer Management API provides a standardised interface for exchanging customer information with Cognitive NOC and connected applications.
The API defines customer record creation, retrieval, update, deletion, and customer-related event notifications. A customer represents a person or organisation receiving products and services from an enterprise.

The loosely coupled interface establishes a consistent customer information contract between customer relationship management systems, customer-facing applications, and Neo Automata operational applications. It separates the external customer data representation from internal implementation details, supporting interoperability without exposing underlying data structures.

For Neo Automata integrations, the Customer resource provides a standard representation that can include an identifier, name, status, validity period, description, characteristics, contact media, related parties, customer account references, and customer credit profile information.

The API scope covers customer creation, list and individual retrieval, update, deletion, and event notification. Operations, attributes, and notifications supported by Neo Automata must be established from the implemented API and applicable conformance profile, rather than inferred from the standard alone.

Neo Automata's multi-tenant architecture provides tenant isolation, configurable policies, secure role-based access, and scalability across large network environments.

TMF629 enables consistent customer information exchange across Neo Automata integrations. Customer data access and changes remain subject to the platform's applicable security, tenant isolation, and audit controls.

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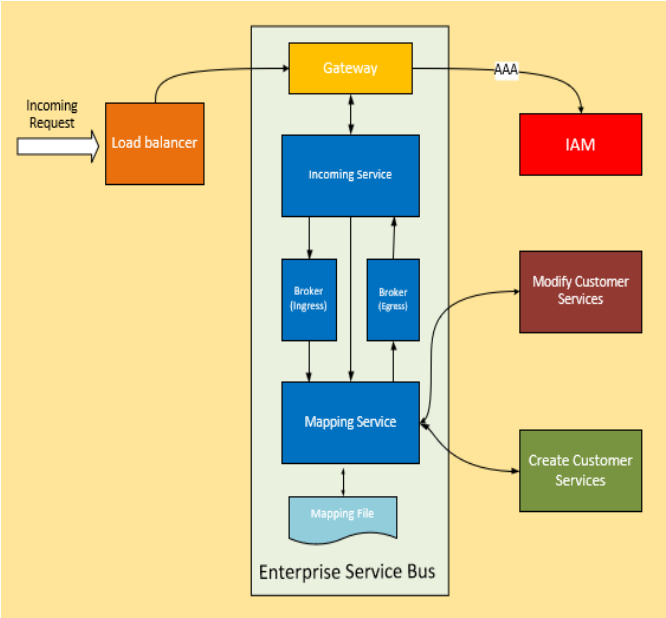
3. Architectural View

The TMF629 Customer Management API integration within Neo Automata is described as a loosely coupled, service-oriented model. Customer-facing applications and operational consumers exchange customer information through the standard API contract, while the providing application maps requests to its underlying customer data services.

Authorised consumers use TMF629 to create, retrieve, update, and delete customer records. The API validates requests, enforces access controls and business rules, and returns responses from the customer system of record.

- Standalone Microservices are created as part of Enterprise Service Bus.
- Incoming requests are mapped with API mappings.
- Outgoing responses are then mapped back for outgoing field mappings.
- Through the mappings, underlying interfaces are enabled supporting Open API standards.
- Example: Regardless of any legacy interface, services will start supporting standard Services using Open APIs.



4. Test Results

Click here to view the test results: [TCTS-NeoAutomata-TMF629-v5-HTMLResults.html]

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