

AMDOCS CUSTOMER SUCCESS STORY

ALESTRA AND AMDOCS OSS

alestra 

“When you have everything integrated with Amdocs OSS, you can act very quickly to deliver services to support the customer, to understand customer needs better, and gain a much clearer and holistic view of the customer.”

ROGELIO ANCIRA
SYSTEMS DIRECTOR, ALESTRA

amdocs

ORGANIZATION AT A GLANCE

ALESTRA: Leading provider of voice, data and Internet services in Mexico

REVENUES: US \$425 million
(MXN\$4,673m)

BUSINESS NEEDS

- > Speed the time to market of new products in order to drive subscriber increases
- > Improve customer service through a more accurate and clearer view of customer needs
- > Improve management of a wide variety of products and services
- > Increase operational efficiency

SOLUTIONS

- > Consolidate over 83 different network inventory repositories into Amdocs OSS
- > Use Amdocs OSS, including Resource Manager and Task Engine, to deliver a complete inventory management platform for legacy services and new generation data services

RESULTS ACHIEVED

- > 50% reduction in service design and fault analysis times
- > Reduced time to provision products and services by 20%
- > 18% increase in network utilization
- > Improved network CAPEX by \$180K p.a.
- > Delivered significant cuts in OPEX

"Amdocs OSS provides the vital integration between our services, our network, and the customer."

ABOUT AMDOCS

Amdocs is the market leader in customer experience systems innovation. The company combines business and operational support systems, service delivery platforms, proven services, and deep industry expertise to enable service providers and their customers to do more in the connected world. Amdocs' offerings help service providers explore new business models, differentiate through personalized customer experiences, and streamline operations. A global company with revenue of \$3 billion in fiscal 2010, Amdocs has approximately 19,000 employees and serves customers in more than 60 countries worldwide. For more information, visit Amdocs at www.amdocs.com.

For the most up-to-date contact information for all Amdocs offices worldwide, please visit our website at www.amdocs.com/corporate.asp

Amdocs has offices, development and support centers worldwide, including sites in:

THE AMERICAS:

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COSTA RICA

MEXICO

UNITED STATES

ASIA PACIFIC:

AUSTRALIA

CHINA

INDIA

JAPAN

SINGAPORE

THAILAND

VIETNAM

EUROPE, MIDDLE EAST & AFRICA:

CYPRUS

CZECH REPUBLIC

FRANCE

GERMANY

HUNGARY

IRELAND

ISRAEL

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SPAIN

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TURKEY

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