



EIRCOM

AMDOCS CUSTOMER SUCCESS STORY

amdocs

Amdocs offers us comprehensive automation and integration with a strong return on investment.

GERRY QUINN, IT DIRECTOR
EIRCOM, IRELAND

eircom relies on Amdocs products for end-to-end ordering, flexible rating and bill formatting for improved customer service, rapid time to market and operational efficiencies for a strong ROI.

SEAMLESS INTEGRATION AND AUTOMATION

The Amdocs Order Management product has automated all manual processes and been integrated with a range of systems for our data service products. Order Management is designed with an open architecture, with built-in APIs and well-defined data models. Our ordering, billing and downstream provisioning systems are now more integrated, and data flows seamlessly between them, for improved customer service and billing efficiencies. We enjoy the direct connection and shared product definitions in ordering and billing, so we get the information to bill quicker with accurate data.

OPERATIONAL EFFICIENCIES AND IMPROVED CUSTOMER SERVICE

Amdocs has helped us improve our operational efficiency and customer service, while reducing our operational costs. Our total cost of ownership has benefited, and we enjoy a very strong return on investment.

Previously, a CSR had to use manual processes and access between six and ten systems to issue an order. That caused delays, errors, interruptions, data loss and exposure to potential revenue leakage. Amdocs keeps data synchronized between systems and significantly improves CSR efficiency. With Amdocs Order Management, we've experienced a 50% reduction in the number of faulty and incomplete orders issued. We've also significantly cut the number of cancelled orders.

We can now get a data services order out in three to four minutes. This used to take a minimum of 20 minutes. Amdocs Order Management helped us improve service to our customers and avoid penalties from delayed provisioning of leased lines.

We have seen a major improvement in our ability to train CSRs within a short space of time. Now we can train a CSR in three or four days; in the past, it could take months because they had to be familiar with ten systems and all data in those systems. The system now is very intuitive, based on predefined products, with all data required to issue orders already pre-built within the system.

END-TO-END ACCOUNTABILITY AND PERFORMANCE

With Amdocs Order Management, we can track orders and improve service by giving our customers information they request about the order flow. There is a built-in tracking mechanism that gives order status information as it goes through provisioning. A jeopardy facility allows us to manage potential order delays.

The audit controls make sure that for every order we issue, we ensure provisioning and billing. There's an end-to-end, overall control that allows us to make sure no orders are lost. Amdocs provides us with a rich, modular system that we can build on going forward. It meets our carrier-grade requirements for volumes and performance. As we move more services to the system, we're confident in its scalability and performance. We see broadband and DSL as key growth areas, and we are confident that Amdocs Order Management will support the roll-out of new broadband data services and meet the demands of future services as they emerge.

FLEXIBLE RATING: A KEY COMPETITIVE ADVANTAGE

As the competitive marketplace emerged, we needed to launch innovative tariff and discount plans. Amdocs products have been crucial for us to retain market share in the face of stiff competition.

The speed to market of the Amdocs rating system allows us to launch new rates very quickly, and that's been a significant help in retaining our customer base and growing our market share. We're able to target rates at appropriate segments of our customer base.

With both the order management and the flexible rating systems, we have improved our service to our corporate customers to effectively increase customer loyalty. We're able to meet the demands of corporate customers by committing to service-level agreements in provisioning our data services, which previously we wouldn't have been able to do. In addition, the flexible rating enables us to implement a range of tariffs for the corporate market.

BEST-IN-CLASS PRODUCTS BY BEST-IN-CLASS VENDOR

The crucial difference between Amdocs and other vendors is that Amdocs lives up to its responsibilities and is interested in the long-term relationship. Key systems that we put in place now are expected to be in place for up to ten years. We're very keen that the products we invest in will be supported by a vendor with a solid customer base. Amdocs offers a full range of systems for OSS and BSS, and we pick and choose the components that suit our business and architecture needs. With Amdocs, we believe we have best-in-class products supported by a best-in-class vendor.

Amdocs on-time delivery has been very good from the start. We've worked with Amdocs to very tight public deadlines. For example, when eircom rebranded, we had to issue our bills from that date with a completely new format, data and look. We worked very closely with Amdocs, against extremely pressured deadlines, and Amdocs delivered.

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