



Rapid and profitable delivery of next generation services based on Amdocs Data Integrity Management

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CUSTOMER EXPERIENCE SYSTEMS INNOVATION



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Information of Amdocs

FASTWEB

amdocs

FASTWEB, Italy's main alternative telecommunications provider

- ➔ Italy's main alternative telecommunications provider
 - Majority owned by Swisscom since May 2007
 - Annual revenue: € 1.26 Billion FY 2006 ¹
 - Employees: c. 3,300 ¹
 - Subscribers: over 1.25 million ²
 - First player worldwide to develop an all IP network for 3P
 - ... and to deliver TV over DSL
- ➔ Business Challenges
 - Providing accurate network data to support business processes
 - Aligning inventory with the live network
 - Keeping network and fulfilment costs down
 - Enhancing the customer lifecycle experience
 - Rapid growth in a new competitive environment



“The reality is that network and inventory do drift apart unless tight processes are in place.

**Tommaso Speroni,
Director of OSS, FASTWEB**

¹ Fastweb Group 2006 Annual Report

² Fastweb press release 31 Oct 2007

Amdocs Cramer OSS Suite – the solution

➔ Solution

- Data integrity management throughout the network lifecycle
- Automated reconciliation and synchronization aligns inventory with the as-built network
- Automation driven by accurate data
- Phased approach: inventory, automation, data integrity

➔ Results

- Cost efficient, more profitable approach to the challenges of operating a complex, global network
- Deliver services accurately and on time
- Speedily drive new technology and service innovations to market
- Inventory centric approach for efficient network planning and deployment processes

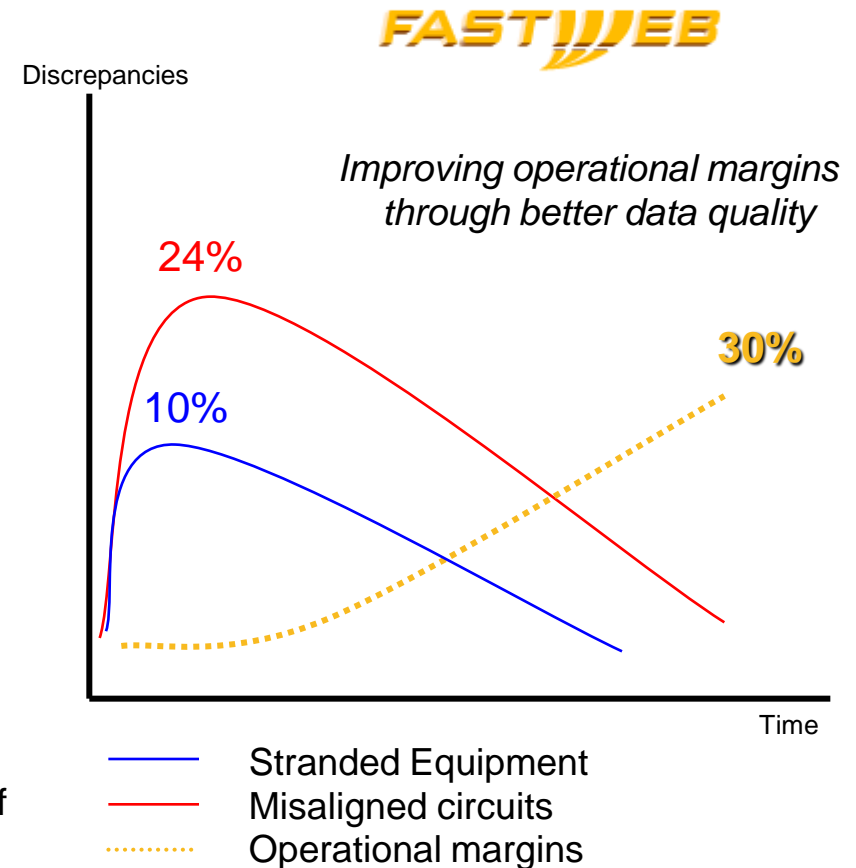
FASTWEB

“With the expanded capabilities of this new solution, FASTWEB can optimize its network planning and deployment processes, enabling us to maximize our return on network investments.”

**Tommaso Speroni,
Director of OSS,
FASTWEB**

Optimised use of CAPEX through data integrity management

- ➔ Data integrity is key to reduced capital expenditures
 - Data accuracy increased from **75% to 98%+**
- ➔ Accuracy delivers maximised return on network investments
 - Misaligned SDH circuits reduced from **24% to < 2%**
 - Stranded SDH equipment reduced from **10% to < 2%**
- ➔ Single, universal, accurate view of the network is vital to success
 - Rapid, consistent network build
 - Rapid, predictable and cost-effective delivery of triple play and business services



Improved profitability through cost control

- ➔ One of the highest average revenues per user (ARPU) in Europe at €733 ¹
- ➔ 29.7% Ebitda margin ¹
- ➔ Data integrity, inventory and automation help control costs:
 - Maximised efficiency of investments in infrastructure
 - OPEX savings in Network and IT Departments through optimized network planning and deployment processes
 - 8% reduction in IT Network Inventory OPEX
 - Reduced process fallout
- ➔ Service ready network delivers lower costs and improved customer experience
 - Correctly pre-configured circuits mean services can be turned up quickly and predictably – right first time



“Business processes which depend on inaccurate data will fail and will directly impact profitability.”

**Tommaso Speroni,
Director of OSS,
FASTWEB**

¹FASTWEB press release, 31 Oct 2007

Enhancing innovation and customer loyalty

- ➔ FASTWEB is improving its positioning in a competitive market
 - **95%** brand recognition
- ➔ FASTWEB is delivering new services quickly, reliably and competitively
 - Based on accurate data and automated processes
- ➔ OSS with flexibility to support future technologies and new services means speedy delivery of innovations to market



“Automated reconciliation provides the level of data accuracy needed to control costs and deliver a highly competitive customer experience.”

**Tommaso Speroni,
Director of OSS, FASTWEB**



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