

**Transcript of Amdocs video clip  
(To be used as video only)**

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**Product Support Service**

The most important discussions I have in product support is about-- when implementing business requirements in the systems-- that we are aligned up with the road map. We don't want to do-- investments on implementing new functionality that will become available in the next releases.

When we have an outage on the system, we contact product support and often the answer is very fast and my system integrator can use those answers to get a system again on track.

It took us about-- 200 man days investment to upgrade the thin client to the smart.

So for us it is a success story. Compared to other products I know, upgrading at that kind of architecture from thin to smart, which is in fact a technology-- upgrade, it's very fast. If you compare it to other products and other solutions, you can end up with projects in between 1,000 and 2,000 man days.

Often we need to reply to some customer needs and then we need to make some developments dedicated for a specific customer because we need to support their processes and not our processes. Using the smart is in fact reducing our implementation cost of features with 20 to 25 percent without any doubt.

**Link to Video on amdocs.com**

<http://www.amdocs.com/About/Success/Pages/BelgacomICT.aspx>