

AMDOCS CUSTOMER SUCCESS STORY

VIRGIN MEDIA AND AMDOCS OSS



“We chose Amdocs Cramer OSS Suite as our strategic platform... (and it) is a major part of our overall architecture.”

BOB BELCHER

MANAGER, NETWORK OSS ARCHITECTURE, VIRGIN MEDIA

amdocs

VIRGIN MEDIA

- > Only UK telecommunications provider with a nationwide fiber optic Next Generation network.
- > The UK's first quad-play provider of broadband, TV, phone and mobile
- > Virgin Media Group Revenue: US \$16.5 billion

“One of the key objectives of the merger was to achieve cost efficiencies, and in operations, we looked at areas where we were able to get some significant leverage from the merger. The different domains of former Telewest and NTL all needed to be assimilated into a common inventory if we were going to achieve our goal of one network, one set of services, one way of doing things.

“In creating one set of customers and a common customer experience, we needed to rationalize our systems, so a program of work to create one common set of tools that work across the whole organization is an important part of the overall program. Amdocs Cramer OSS Suite is a major part of our overall architecture.”

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 \$2.86 billion in fiscal 2009, Amdocs has approximately 17,000 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

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