



Amdocs OSS - Take Control of Your Services and Your Network
Customer Quotes - May 2011
(To be used as video only)

Speaker: David Thodey,
CEO, Telstra
(written)

"We need strategic partners who understand our business challenges and Amdocs is a critical part of our business strategy. Our business depends on Amdocs. Without a good OSS/BSS system, you cannot compete."

Speaker: Erik Breems,
Head of Network Information, KPN
(video)

"The main reason that I would recommend the Amdocs OSS products is because of the fact that they have listened to customers, also customers like KPN, and that resulted in a very good product like the OSS 6 suite, which not only offers a database, but also pre-automated processes which enables the telco to easier and quicker implement services."

Speaker: Paul Hendriks,
Chief Technology Officer, Ziggo
(written)

"Amdocs OSS saves time locating equipment, reduces wasted site visits, and has helped to reduce operational costs. Customers are now up and running quicker with their new broadband services and are experiencing fewer problems."

Speaker: Rogelio Ancira,
Systems Director, Alestra
(video)

"Well, some of the benefits that we have are up to now, because we are still finishing the measures, is the OPEX. One is the OPEX because we had a reduction, a very important reduction in the operational cost. The second one is the time frame or the time that we have for delivering the service to the customer so we had like twenty percent reduction of time. And the other one is the facilities that we are having installed but not used. So when we installed Cramer we were able to see that we had some infrastructure installed but not used. So the ratio there got increased at eighteen percent up approximately."

Speaker: Andy Haig,
Operations Support System Architect, C&W Worldwide
(written)

"At first, the challenge we were presented with seemed daunting, but the Amdocs Resource Manager product was remarkably capable, especially in its data model."

Speaker: Tore Malmo,
Manager Transmission Networks, NetCom
(video)

"We were facing quite numerous challenges at Netcom. We were fronting a UMTS rollout and at the same time we saw new technologies on its way in, so the old way of documenting and the old way of provisioning was really not capable of supporting those challenges. That's why we went to an RFQ process which at the end led us to Cramer. Since we've implemented Cramer we have rolled out UMTS, we have rolled out GPRS/NH technologies, and the ability to deploy services like that at a very rapid speed is definitely a competitive edge."

Speaker: Stanislav Pavlovic,



**Director of the IT/System Integration Unit, Slovak Telekom
(written)**

“Amdocs OSS has enabled Slovak Telekom to improve service operations and to always place its customers right at the top of the priority list. ...we know exactly what the customer is using currently and what we need to do in order to provision additional services to them.”

**Speaker: Vitaliy Gubenko,
Head of Management System Unit, Kyivstar
(video)**

“Now we use Cramer, Amdocs Cramer OSS suite for inventory transmission network. The strategic in 2004 to build the single point of inventory transmission network to exclude all small databases and files which... And the second one is to decrease the MTTR – mean time to restore – is possible with integration with IBM Tivoli suite. We achieved collect all network resources for transmission in one single point. Now we see the whole picture of our transmission network. Some examples from real life: The shift engineer spent 5 minutes to find the problem. But with this solution it's less than one minute. From customer perspective it's better quality.”

**Speaker: Júlio Santos,
IS Director, Optimus
(written)**

“Amdocs has done an extraordinary job for Optimus. ...has a good understanding of our business and our network, and is constantly anticipating what we need. ...has reduced a process that previously took several hours to as little as 15 minutes...and is helping to reduce planning processes and operations by 40%.”