

# AMDOCS CONSULTING

## EXPERIENCE-DRIVEN TRANSFORMATION

AMDOCS CONSULTING IS A GLOBAL MANAGEMENT AND TECHNOLOGY CONSULTING ORGANIZATION COMMITTED TO HELPING SERVICE ORGANIZATIONS TRANSFORM THEIR BUSINESS TO DELIVER AN INTENTIONAL CUSTOMER EXPERIENCE, DRIVE ADDITIONAL REVENUE STREAMS AND REDUCE COSTS. AMDOCS CONSULTING COMBINES DEEP INDUSTRY KNOWLEDGE WITH END-TO-END CONSULTING OFFERINGS TO ADVISE, TRANSFORM AND OPTIMIZE BUSINESS AND TECHNOLOGY PROCESSES WHILE LOWERING RISK. SO WHAT SETS US APART?

### ONE OF THE LEADING CONSULTING PRACTICES IN THE INDUSTRY

Backed by over 16,000 professionals and business process experts, Amdocs Consulting brings industry best practices, visionary thought leadership, and highly practical solutions to your business.

### LEADING PRIME INTEGRATOR

With a track record of more than 2,500 successful projects worldwide, Amdocs can act as the prime integrator for your large scale transformation projects to ensure a smooth transition from project planning to implementation and operation with minimal risk.

### UNPARALLELED INDUSTRY EXPERIENCE

Drawing from over 25 years of experience in delivering complex transformation projects, Amdocs Consulting works with some of the leading service providers around the globe to deliver real world solutions that meet your business objectives.

### CUSTOMER EXPERIENCE SYSTEMS INNOVATION

With a unique focus around revenue management, customer management, service & resource management and product lifecycle management; in fact, we call them “customer experience systems”, we have developed advanced methodologies, industry best practices and pre-configured tools to deliver consistent results and minimize your exposure to risk.



## WHAT DO WE OFFER?

Amdocs Service offerings span across the entire consulting ecosystem from assessment and advisory services to optimization and business transformation. The Amdocs Services portfolio has been evolved keeping in mind the key service provider objectives including - a) the need to manage and deliver an intentional customer experience b) drive additional revenue streams and c) control and optimize operational costs. Please refer to the diagram below to learn more about Amdocs Consulting Services and how the offerings maps to the service provider's business objectives.

### ASSESSMENT AND ADVISORY SERVICES

Amdocs' assessment and advisory services enable you to gauge your position relative to industry benchmarks and helps create a tailored roadmap to move up the capability curve. Our advisory services address wide-sweeping issues like convergence, customer experience technology and network strategy.

### BUSINESS OPTIMIZATION SERVICES

Amdocs' business optimization services enable you to measure, improve and continuously optimize the business performance of your systems, business processes and operations so that you can derive maximum benefit from your technology investments.

### TRANSFORMATION SERVICES

Our focused transformation services help you to fundamentally realign your business functions including systems and business processes to help meet your business objectives. We offer end-to-end transformation services around customer experience, self service, content management, network lifecycle management and billing, to name a few.

## AMDOCS CONSULTING SERVICES PORTFOLIO

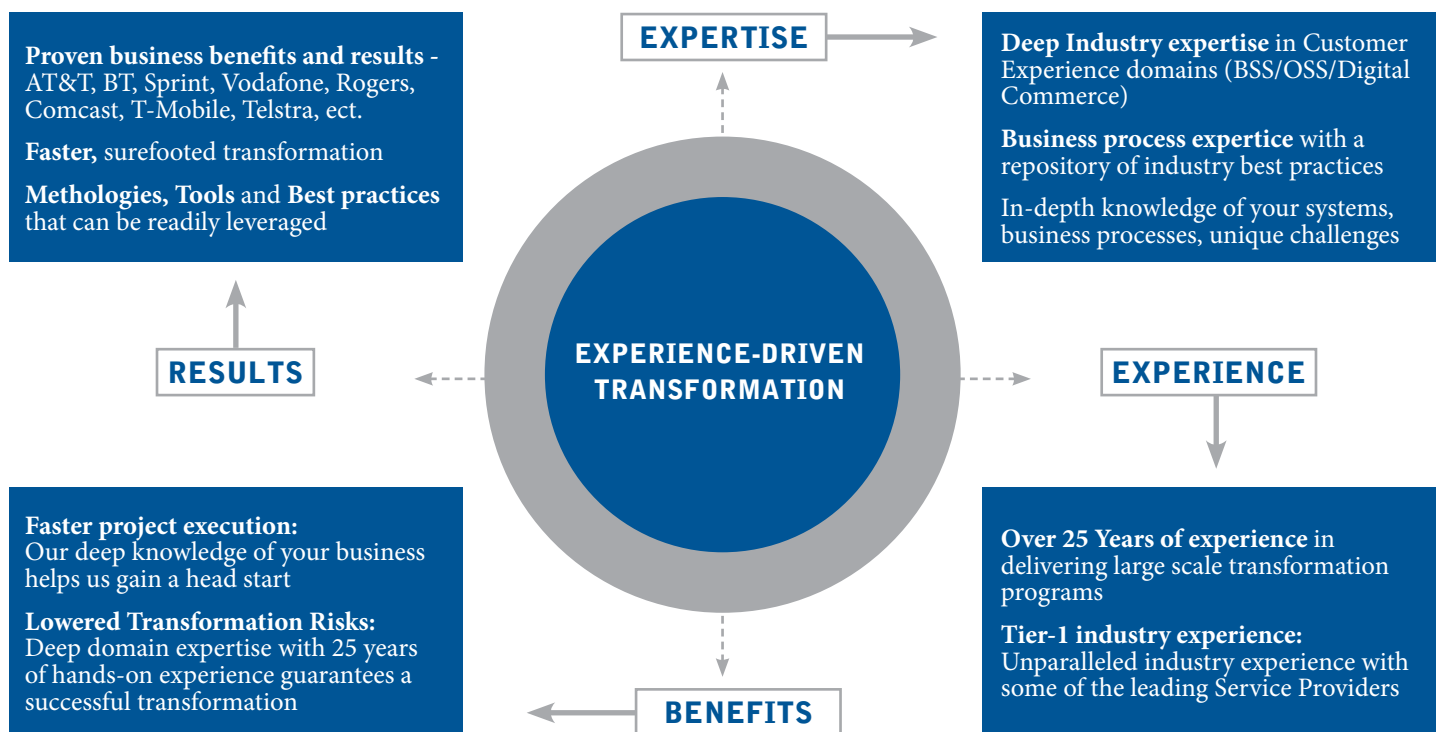
|  | ADVISE   | OPTIMIZE   | TRANSFORM  |
|--|--|--|--|
| DELIVER AN INTENTIONAL CUSTOMER EXPERIENCE | <ul style="list-style-type: none"> <li>&gt; Customer Experience Maturity Assessment</li> <li>&gt; Customer Lifecycle Management Roadmap</li> <li>&gt; Self-Service Adoption</li> </ul>   | <ul style="list-style-type: none"> <li>&gt; Cross Channel Optimization</li> <li>&gt; Campaign Management Optimization</li> <li>&gt; Contact Center Optimization</li> </ul>   | <ul style="list-style-type: none"> <li>&gt; Customer Experience Transformation</li> <li>&gt; Next Gen Contact Center</li> <li>&gt; Self-Service Transformation</li> <li>&gt; Customer-Centric Service Assurance</li> </ul> |
| DRIVE ADDITIONAL REVENUE                   | <ul style="list-style-type: none"> <li>&gt; Digital Marketing Strategy</li> <li>&gt; ICT Strategy</li> </ul>   | <ul style="list-style-type: none"> <li>&gt; Content Portfolio Optimization</li> <li>&gt; Payment and Collections Optimization</li> <li>&gt; Revenue Assurance</li> </ul>     | <ul style="list-style-type: none"> <li>&gt; Content Revenue Accelerator</li> <li>&gt; Partner Management</li> </ul>  |
| CONTROL COST                               | <ul style="list-style-type: none"> <li>&gt; IT Strategy &amp; Roadmap:                             <ul style="list-style-type: none"> <li>&gt; IT Architecture</li> <li>&gt; IT Governance</li> <li>&gt; IT Cost-of-Ownership</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>&gt; Billing Operations Optimization</li> <li>&gt; Price Plan Rationalization</li> <li>&gt; Network Inventory Optimization</li> </ul> | <ul style="list-style-type: none"> <li>&gt; Order-to-Activation</li> <li>&gt; Network Lifecycle Management</li> <li>&gt; Billing Transformation</li> <li>&gt; Product Lifecycle Management</li> </ul>                      |
| ENABLING COMPETENCIES                      | Industry Benchmarking  |  |  |
|  | Organizational Assessment  |  |  |
|  | Business Intelligence & Analytics  |  |  |
|  | Business Process & Operations Management   |  |  |
|  | Solution Architecture  |  |  |
|  | Program Management, Change Management  |  |  |
|  | System Integration & Customization   |  |  |
|  | Testing, Migration, Conversion   |  |  |
|  | Learning & Workforce Readiness   |  |  |
| Application Monitoring                     |  |  |  |



### WHY AMDOCS CONSULTING?

Amdocs Consulting combines deep domain expertise, unparalleled industry experience and end-to-end capabilities to accelerate business transformation and deliver superior value at a reduced risk. With experience gathered from large scale integration projects, Amdocs Consulting is leading some of the largest, transformation projects in the world with leaders like AT&T, Sprint, Vodafone, Comcast and BT. Our product capabilities combined with over two decades of experience in communication systems, business processes and best practices enables us to significantly lower your business risks related to transformation. Amdocs Consulting also brings to bearing deep industry insight and an extensive library of best-in-class business processes to lower the time to market and project execution.

### THE AMDOCS CONSULTING ADVANTAGE



**ABOUT AMDOCS**

Amdocs is the market leader in customer experience systems innovation, enabling world-leading service providers to deliver an integrated, innovative and *intentional customer experience* – at every point of service. Amdocs provides solutions that deliver customer experience excellence, combining the software, service and expertise to help its customers execute their strategies and achieve service, operational and financial excellence.

A global company with revenue of \$2.84 billion in fiscal 2007, Amdocs has over 16,000 employees and serves customers in more than 50 countries around the world.

For more information, visit Amdocs at [www.amdocs.com](http://www.amdocs.com).

Amdocs has offices, development and support centers worldwide, including sites in:

**THE AMERICAS:**

BRAZIL

CANADA

MEXICO

UNITED STATES

**ASIA PACIFIC**

AUSTRALIA

CHINA

INDIA

JAPAN

THAILAND

**EUROPE, MIDDLE EAST & AFRICA:**

CYPRUS

CZECH REPUBLIC

FRANCE

GERMANY

HUNGARY

IRELAND

ISRAEL

ITALY

NETHERLANDS

POLAND

RUSSIA

SPAIN

SWEDEN

TURKEY

UNITED KINGDOM

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