

AMDOCS CONSULTING SERVICES FOR OSS

AMDOCS > CUSTOMER EXPERIENCE SYSTEMS INNOVATION

amdocs

YOUR OSS CHALLENGES – OUR EXPERTISE

It's definitely a tough time for service providers in the communications industry. They have to deal with declining voice revenues, fierce competition from old rivals (and even more so from new ones with different business models), technological changes that require support for multiple services, mandatory regulatory changes and on top of it all, there's a skyrocketing demand for capacity and services that puts a huge amount of pressure on existing systems and processes.

These challenges have direct implications on the service provider's OSS, but which challenge do you handle first?

What's the most effective approach for solving a specific business problem? Can you use the OSS systems you already have, or will it require a degree of transformation?

And if you have to transform your systems, how do you assure business continuity and make sure your business processes stay aligned through every stage?

If you're looking for results in OSS-related areas such as:

- > 4G readiness and multi-play service bundling
- > Introducing new services more quickly to market
- > Migrating and consolidating data
- > Scaling up your network systems and increasing capacity to meet demand
- > Meeting regulatory criteria
- > Automating and improving fulfillment processes

Take a look at Amdocs Consulting Services for OSS.

"We wanted a partner that would talk straight with us, and that's exactly the Amdocs approach. This is the true role of a close advisor and the value that Amdocs has brought to Openreach."

— Colin Windsor

Former CIO, Openreach – a BT Group business

ALL THE BUSINESS SOLUTIONS YOU NEED IN A ONE-STOP SHOP!

Amdocs Consulting service offerings span across the entire consulting ecosystem, offering business solutions that cover every aspect of OSS.

Identify the OSS strategy that completely fits your business

You know your OSS has to change to keep up with the ever-increasing demands of the connected world, but which strategy suits your company best, taking into account your resources, assets, business objectives, and the particular market conditions you're facing?

Amdocs Assessment & Advisory Services enable you to gauge your position relative to industry benchmarks, and help create a tailored roadmap to move up the capability curve. Our advisory services address wide-sweeping issues like consolidation, time to market for new services and the introduction of new technology.

It's not just about transforming your OSS systems

We'll make sure that along with the system transformation, you're making the necessary business transformation as well.

Amdocs Transformation Services will help you to fundamentally realign your business functions – including both system and business processes – to help meet your business objectives. We offer end-to-end transformation services around inventory, order management, and service management.



Get more out of your existing OSS

Transformation definitely doesn't have to mean starting from scratch.

Amdocs Business Optimization Services enable you to measure, improve and continuously get the best possible business performance out of the systems you already have, so that you can derive maximum benefit from your OSS investments.

Improve your end customer experience and your efficiency by:

- > Increasing the number of successful orders
- > Reducing the time needed to repair stuck orders
- > Increasing the amount of order fallouts repaired on time

Significantly reduce your costs by:

- > Improving the quality of your inventory data
- > Consolidating existing systems
- > Moving to a product-based system from a legacy, home-grown system

Increase revenues and realize them more quickly by:

- > Reducing the time to provision, which will help make a difference between winning the order and losing the business altogether
- > Reducing time to market by being able to quickly implement new services or changes to services

IT'S ALL ABOUT THE RESULTS...

We believe in test-driving new business solutions before we implement them, and this is where the Amdocs Centers of Excellence come in.

These labs are where Amdocs develops and refines out-of-the-box solutions for our customers' market business problems. The Centers of Excellence offer our customers a simple way of examining their alternatives in a one-stop-shop of business solutions. We simulate your company's environment in our centers to trial the solution, and once we feel it's mature enough, we hand over for delivery while governing the delivery process.

Nearly 30 years of communications experience in delivering hundreds of projects at the world's biggest service providers, combined with the expertise of more than 19,000 professionals adds up to a huge amount of knowledge about the business problems our customers are facing. And this experience gives you a unique advantage when we work together with you to find a solution that best fits your particular business problem, scope, timeline and budget.

The result? Peace of mind in the form of a tried-and-tested business solution, Amdocs governance from start to finish, and customer involvement throughout the delivery process to make sure you're happy with the results.

How to get started

- > If you are a wireline, mobile, cable or satellite provider, (or any combination thereof), you can take advantage of Amdocs Consulting for OSS.
- > To get started, simply contact us at info@amdocs.com and we'll arrange for you to talk with one of our consulting experts.

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 \$3 billion in fiscal 2010, Amdocs has over 19,000 employees and serves customers in more than 60 countries worldwide. For more information, visit Amdocs at www.amdocs.com.

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