

# OSS CONSULTING AT AMDOCS CENTER OF EXCELLENCE

AMDOCS > CUSTOMER EXPERIENCE SYSTEMS INNOVATION

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"AMDOCS BROUGHT A WEALTH AND BREADTH OF KNOWLEDGE AND SKILLS TO THIS PROJECT, HELPING US DEVELOP A STRATEGIC VISION FOR OUR OSS EVOLUTION AND INSPIRING US TO DISCOVER NEW APPROACHES TO OUR BUSINESS PROCESSES."

Vitaliy Gubenko, Head of Management System Unit, Kyivstar

## IT'S A COMPLICATED WORLD

The communications, media and entertainment industry is rapidly changing. The availability of any type of service anywhere, the hyper-convergence of Internet, mobility, content and over-the-top applications adds complexity to an already complex environment. Seamlessly combining multi-layered services over numerous touchpoints while simultaneously providing a superior customer experience is a tall order for any service provider.

The variety of new services, different business models and requirements for seamlessness in customer experience dictate the changes service providers must make to existing operational support systems (OSS). Service providers must choose and decide: What changes are required, and how will these changes enable new business? And how will those changes impact the requirement for OSS? Service providers require an experienced advisor that possesses a specific industry focus and purpose-built facilities to explore and test different options.

### OSS Thought Leadership

- > Strategic transformation
- > Emerging carriers – Mobile Virtual Network Operators' (MVNOs') start-up solutions
- > Delivering on 4G – "must-solves"
- > Creating the 4G service factory
- > Long-term evolution (LTE) & IP multimedia subsystem (IMS) lifecycle and readiness
- > Customer-centric service assurance
- > Optimizing operational performance and total cost of ownership

## AMDOCS CENTER OF EXCELLENCE

We believe in test-driving new business solutions before we implement them. The Amdocs Center of Excellence develops and refines highly integrated solutions to meet our customers' specific business challenges. The Center of Excellence offers our customers a simple way of examining their alternatives in a one-stop-shop of business solutions. At this center, we simulate our customers' environment so they can explore their options, test each one and subsequently introduce the optimal solution.

The Amdocs Center of Excellence provides:

### > Technological research to help shape industry policies

- Amdocs' thought leadership
- Industry ties with TeleManagement Forum (TMF) and other standard bodies
- Academic ties

### > Facilitation environments

- Industry seminars
- Customer advisory sessions
- Solution development

### > Strategic engagements

- Solution innovation and advanced applications
- Solution development and innovation
- Advanced solutions and application demos
- Proof of concept
- TMF catalyst projects

### > Intellectual property showcase

- Customer-specific technology profiles
- Knowledge repositories
- Industry best practices





## AMDOCS CONSULTING PARTNERS

Transforming OSS is a complex and long-term project with many interconnected dependencies. When undertaking transformation, it just makes sense to take advantage of the expertise that experienced advisors can bring. At Amdocs, we provide a flexible framework for assessment and advice, encapsulating our experience and expertise that we bring to help tailor a strategy that best suits the provider's company, taking into account resources, assets, business objectives and the particular market and customer conditions.

Amdocs consulting partners work with customers in the Center of Excellence and at customer premises to:

- > Identify business challenges and provide thought leadership
- > Recommend strategies and activities leading to high-value business solutions
- > Define complex and integrated OSS solutions
- > Influence technical strategy to maximize reward on investment
- > Develop comprehensive program plans and work schedules
- > Implement methodologies to ensure a successful program execution

## GETTING STARTED

Please come visit our Center of Excellence to see how we can help you. Simply [contact us](#) and we'll arrange a discussion with one of our consulting partners.

Amdocs OSS Center Of Excellence  
2301 N. Greenville Ave., Suite 450  
Richardson, TX 75082, USA

"AMDOCS HAS A GOOD UNDERSTANDING OF OUR BUSINESS AND OUR NETWORK AND IS CONSTANTLY ANTICIPATING WHAT WE NEED."

Júlio Santos, IS Director, Optimus

# 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 approximately \$3.0 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](http://www.amdocs.com).

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

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BRAZIL  
CANADA  
COSTA RICA  
MEXICO  
UNITED STATES

#### ASIA PACIFIC:

AUSTRALIA  
CHINA  
INDIA  
JAPAN  
SINGAPORE  
THAILAND

#### EUROPE, MIDDLE EAST & AFRICA:

CYPRUS  
CZECH REPUBLIC  
FRANCE  
GERMANY  
HUNGARY  
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