

# Global Strategic Sourcing

## Focus on your core business

Improving your business and keeping costs low are both critical to success, and outsourcing gives you an opportunity to do both. By outsourcing the management of your support systems and execution of back-office business processes, you can reallocate valuable time and resources to your core business – your customers.

Amdocs is a global leader in managed services for the communications industry, with a track record of successfully supporting the business growth of its customers. Our managed services projects deliver proven **financial**, **operational** and **strategic** benefits to Amdocs customers worldwide.

## Offerings

Amdocs provides a wide range of managed services to support information technology (IT), business and operations support systems (BSS/OSS), and content services.

Our flexible and tailored outsourcing solutions include:

- Business process operations
- Application management
- IT infrastructure management
- Service delivery management
- Data center management
- Application hosting

In addition, Amdocs provides managed transformation services, enabling you to modernize or consolidate systems while saving on operational and capital costs. Our services are designed to provide value across all environments, whether based on Amdocs systems or other implementations.



## THE AMDOCS GLOBAL STRATEGIC SOURCING SERVICES PORTFOLIO

## Benefits

- **Reduce costs** through streamlined operations and best practices
- **Improve efficiency and effectiveness** so you can deliver a better level of service to your customers
- **Focus on core business activities** by letting us manage your support systems
- **Expedite time to market** for new products and services
- **Develop and modernize systems** to accommodate subscriber growth and support new business and operational support requirements
- **Lower outsourcing risks** with single-point accountability, an unmatched delivery track record, and a financially stable partner

## The Amdocs advantage

Amdocs Global Strategic Sourcing services improve efficiencies and provide cost-effective support for any type of business growth. Our unique value is based on:

- **Technology and systems ownership**, allowing for a single point of accountability
- **Leading modernization capabilities**, with a proven track record of transforming complex BSS/OSS environments to achieve modernization and full convergence
- **BSS/OSS expertise** across all domains, with a focus on innovation and the customer experience
- **Implementation flexibility**, tailoring services to closely fit customer requirements and minimize impact on areas that are not outsourced

AMDOCS MANAGED SERVICES VALUE PROPOSITION		
OPERATIONAL	STRATEGIC	FINANCIAL
<ul style="list-style-type: none"><li>• BETTER SLAS/KPIS</li><li>• IMPROVED PRODUCTIVITY AND QUALITY</li></ul>	<ul style="list-style-type: none"><li>• BUSINESS AGILITY</li><li>• REDUCED RISKS</li><li>• FOCUS ON CORE BUSINESS</li></ul>	<ul style="list-style-type: none"><li>• REDUCED OPERATIONAL COSTS</li><li>• LOWER TRANSFORMATION COSTS</li><li>• FLEXIBILITY TO 'FUND' TRANSFORMATIONS</li></ul>

## Experience and expertise

- More than 25 years of experience in managed services and BSS/OSS
- Supporting leading communications service providers from all tiers and lines of business
- Focus on communications industry: best practices and proven business process tools and methodologies
- Complemented by our broad offering for BSS/OSS
- State-of-the-art operations and data centers with Global coverage
- Thousands of managed services experts worldwide
- Global delivery model leverages our worldwide development, implementation, operation and business support centers

## 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, services and expertise to help its customers execute their strategies and achieve service, operational and financial excellence. A global company with revenue of \$3.16 billion in fiscal 2008, Amdocs has more than 17,000 employees and serves customers in more than 50 countries around the world.

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