

experience success

simplify experience | harness data | stay ahead | be efficient

Managed Services catalog

amdocs

embrace challenge eXperience success



For nearly 30 years Amdocs Global Strategic Sourcing has been enabling service providers worldwide to accelerate business growth, reduce costs and enhance their customers' experience.

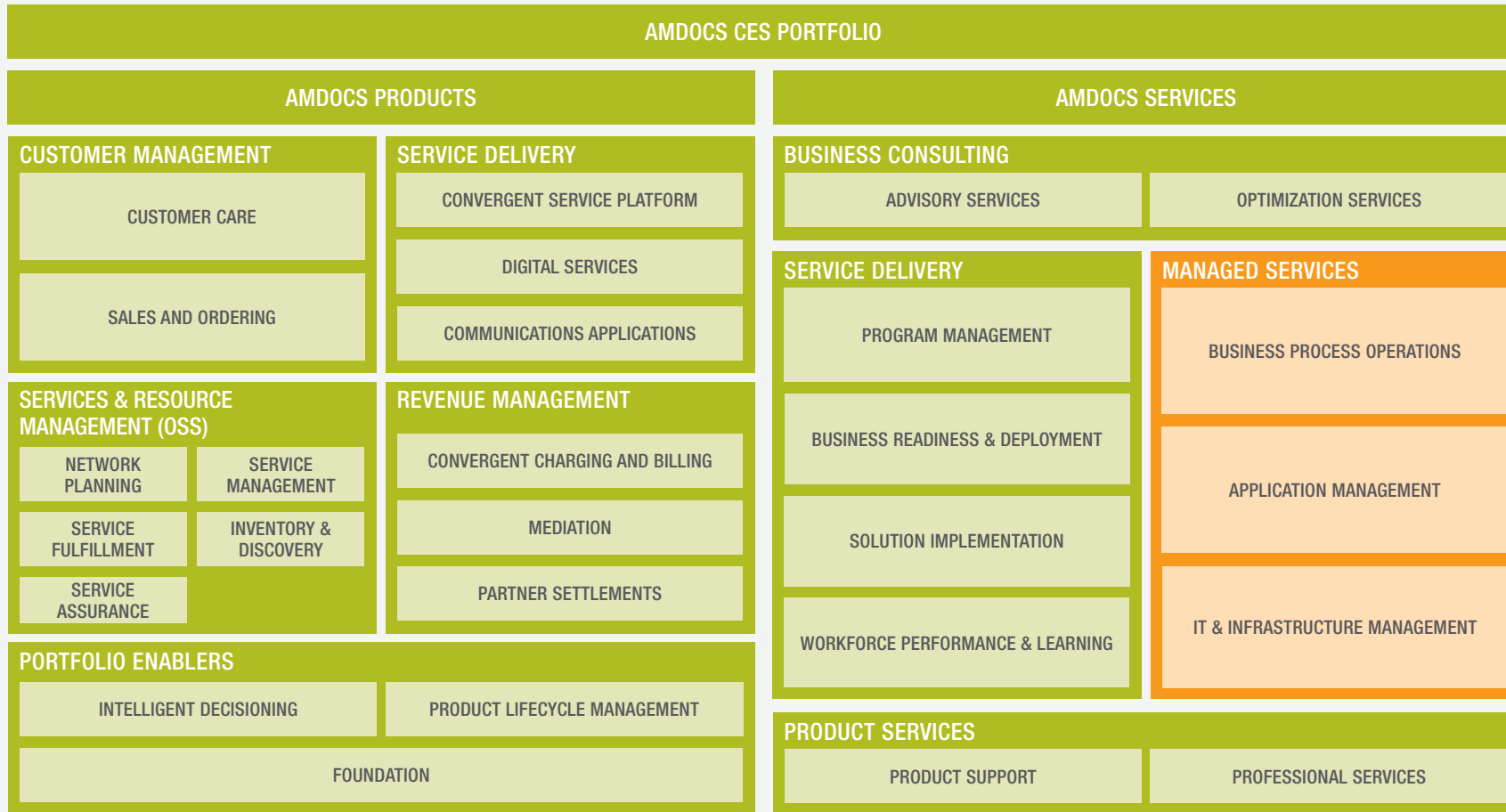
We employ flexible financial and delivery models to deliver industry-specific business and operational management services. Our unmatched delivery record and focused expertise make our global sourcing services a powerful proposition in the telecommunications industry.

The Amdocs Global Strategic Sourcing service catalog covers a wide range of managed services to support business and operational support systems (BSS /OSS) and service delivery platforms (SDP) for the communications, media and entertainment industry. Our outsourcing solutions include support for IT infrastructure management and hosting, application management and business process operations (operational and IT-oriented). In addition, Amdocs provides IT optimization and enhancement services which enable service providers to adapt their systems and processes to changing business and operational needs, from optimization to full transformation, while saving on operational and capital costs.

Lastly, the services included in this catalog are designed to provide value across all environments, based on Amdocs or legacy in-house or third-party systems.

For more information and contact information, please visit: <http://gss.amdocs.com>





AMDOCS MANAGED SERVICES

SERVICE DELIVERY
MANAGEMENT

BUSINESS PROCESS OPERATIONS

APPLICATION MANAGEMENT

IT & INFRASTRUCTURE MANAGEMENT

IT OPTIMIZATION &
ENHANCEMENT SERVICES

BUSINESS PROCESS OPERATIONS

FULL RANGE OF SERVICES TO MANAGE CUSTOMER BACKEND BUSINESS OPERATIONS, LEVERAGING AMDOCS BEST-PRACTICE BUSINESS PROCESSES AND BSS -OSS DOMAIN EXPERTISE.

APPLICATION MANAGEMENT

END-TO-END APPLICATIONS DEVELOPMENT AND SUPPORT SERVICES AROUND AMDOCS OR NON-AMDOCS APPLICATIONS, LEVERAGING AMDOCS SOFTWARE DEVELOPMENT LIFE CYCLE EXPERTISE.

IT & INFRASTRUCTURE MANAGEMENT

SERVICES TO SUPPORT THE PLANNING, HOSTING, OPERATIONS AND OPTIMIZATION OF IT AND DATA CENTER INFRASTRUCTURE.

SERVICE DELIVERY MANAGEMENT

SERVICES FOCUSED ON THE OVERALL PLANNING, MANAGEMENT, GOVERNANCE, QUALITY AND SUPPORT OF OUTSOURCED BUSINESS PROCESSES, APPLICATIONS AND INFRASTRUCTURE.

IT OPTIMIZATION & ENHANCEMENT SERVICES

SERVICES TO SUPPORT END-TO-END SYSTEMS AND PROCESSES ADAPTATION TO NEW AND CHANGING BUSINESS AND OPERATIONAL NEEDS, FROM OPTIMIZATION TO FULL TRANSFORMATION.

Business process operations

REVENUE MANAGEMENT

SERVICES FOR BILLING (PREPAID AND POSTPAID), PARTNER MANAGEMENT, AND MEDIATION. THE MAIN BUSINESS PROCESS ACTIVITIES HANDLED INCLUDE: BILLING MEDIATION, BILL CYCLE MANAGEMENT, PARTNER SETTLEMENT, ACCOUNTS RECEIVABLE AND COLLECTIONS, PAYMENTS RECONCILIATION, REVENUE ASSURANCE AND PRINT AND MAIL SERVICES.

CUSTOMER MANAGEMENT

SERVICES FOR CUSTOMER MANAGEMENT INCLUDING SYSTEMS PERFORMANCE, OPTIMIZATION, AND ORDER FALL-OUT HANDLING.

SERVICE AND RESOURCE MANAGEMENT

SERVICES FOR OPERATIONS SUPPORT SYSTEMS (OSS), COVERING PLANNING, FULFILLMENT AND ASSURANCE DOMAIN SPECIFIC SERVICES. ADDITIONAL SERVICES INCLUDE: DATA INTEGRITY MANAGEMENT, INVENTORY MANAGEMENT, PROCESS MANAGEMENT, CONFIGURATION MANAGEMENT AND IMPLEMENTATION MANAGEMENT.

PRODUCT LIFECYCLE MANAGEMENT

SERVICES FOR PRODUCT AND OFFER MANAGEMENT, INCLUDING: OFFER DESIGN, CONFIGURATION, TEST AND DEPLOYMENT MANAGEMENT; OFFER ANALYSIS AND OPTIMIZATION; OFFER MAINTENANCE.

DIGITAL COMMERCE MANAGEMENT

SERVICES FOR MANAGEMENT OF DIGITAL CONTENT AND VALUE ADDED SERVICES (VAS) ENABLERS. BUSINESS PROCESS ACTIVITIES INCLUDE ONGOING OPERATION OF SERVICE DELIVERY PLATFORM (SDP) ELEMENTS (COMMERCE PORTALS, APP STORES, DIGITAL CONTENT PORTALS, ETC.) AND CONTENT MANAGEMENT.

Application management

APPLICATION DEVELOPMENT

SERVICES SUPPORTING BOTH FUNCTIONALITY MIGRATION AND DATA CONVERSION ACTIVITIES FROM SOURCE APPLICATIONS TO TARGET APPLICATIONS, INCLUDING THE RELEVANT PLANNING, BUSINESS READINESS MANAGEMENT, IMPLEMENTATION AND VALIDATION ACTIVITIES.

APPLICATION TESTING

SERVICES SUPPORTING THE ENTIRE APPLICATION TESTING LIFECYCLE FROM TEST PLANNING, TEST DESIGN, THROUGH TEST CASE EXECUTION TO DEFECT TRACKING AND RESOLUTION.

APPLICATION SUPPORT

SERVICES PROVIDED TO ENSURE THE SMOOTH OPERATION OF APPLICATIONS IN PRODUCTION AND TEST ENVIRONMENTS. SERVICES INCLUDE: APPLICATION MONITORING, APPLICATION OPERATION SUPPORT, JOB SCHEDULING, SCRIPTS HANDLING AND FILE TRANSFER MANAGEMENT.

APPLICATION TRAINING

SERVICES AIMED AT PROVIDING APPLICATION USERS THE RELEVANT KNOWLEDGE REQUIRED TO OPERATE, MONITOR AND CONTROL THE APPLICATIONS. SERVICES INCLUDE TRAINING PLANNING, DEVELOPMENT, MANAGEMENT AND DELIVERY (TRAIN THE TRAINER OR TRAIN THE END-USERS).

APPLICATION MIGRATION/CONVERSION

SERVICES SUPPORTING CUSTOMER-SPECIFIC FUNCTIONALITY DEVELOPMENT FOR AMDOCS AND NON-AMDOCS SYSTEMS (INCLUDING LEGACY SYSTEMS), UTILIZING THE AMDOCS SOFTWARE DEVELOPMENT LIFE-CYCLE METHODOLOGY.

IT & infrastructure management

HARDWARE & APPLICATION HOSTING

HARDWARE AND APPLICATIONS HOUSING, SERVICING AND MAINTENANCE SERVICES (PROVIDED IN AN AMDOCS DATA CENTER FACILITY).

DATA CENTER OPERATIONS

CUSTOMER DATA CENTER END-TO-END ONGOING OPERATION SERVICES, INCLUDING: HARDWARE MAINTENANCE, PERFORMANCE TUNING, INFORMATION SECURITY, HARDWARE AND SOFTWARE PERFORMANCE MONITORING, DATA BACKUP/RECOVERY, HIGH AVAILABILITY MANAGEMENT AND OTHER RELEVANT ACTIVITIES.

FACILITIES & ASSETS MANAGEMENT

SERVICES PROVIDED TO PLAN, BUILD AND MAINTAIN THE DATA CENTER AND ITS SUPPORT SYSTEMS, INCLUDING AIR-CONDITIONING, ELECTRICITY, THIRD PARTY SOFTWARE AND OTHER RELEVANT SYSTEMS.

CAPACITY MANAGEMENT

SERVICES PROVIDED TO TRACK DATA CENTER HARDWARE AND SOFTWARE UTILIZATION, FORECAST CAPACITY NEEDS (BASED ON TRENDING ANALYSIS AND KNOWN CAPACITY-INFLUENCING EVENTS/ PROJECTS) AND PLAN REQUIRED CAPACITY CHANGES.

SYSTEMS & DATABASE MANAGEMENT

SERVICES PROVIDED TO PLAN, IMPLEMENT, ADMINISTER AND MAINTAIN AN IT SOFTWARE INFRASTRUCTURE, COVERING: OPERATING SYSTEMS, MIDDLEWARE, DATABASES, STORAGE AND THE IT NETWORK.

BUSINESS CONTINUITY & DISASTER RECOVERY

SERVICES PROVIDED TO MANAGE ALL ASPECTS OF BUSINESS CONTINUITY, ENSURING BACK-UP SYSTEMS AND PERSONNEL WILL BE AVAILABLE IN CASE OF ANY DISASTER AT THE PRODUCTION SITE, AND THAT OPERATIONS CONTINUE WITH MINIMAL INTERRUPTIONS. ACTIVITIES COVERED INCLUDE DISASTER RECOVERY AND WORKFORCE CONTINUITY PLANNING, IMPLEMENTATION AND TESTING.

Service delivery management

PROGRAM MANAGEMENT

SERVICES INCLUDING PROGRAM PLANNING AND SCHEDULING, PROGRAM GOVERNANCE, RISK MITIGATION, INTERFACE AND LIAISON WITH CLIENT/THIRD PARTY VENDORS AND PROVIDING OVERALL COMMUNICATIONS, INCLUDING REPORTING.

VENDOR MANAGEMENT

PROVIDES LIAISON SERVICES WITH THIRD PARTY VENDORS FOR HARDWARE, SOFTWARE AND RELATED SERVICES. MONITOR VENDOR CONTRACTUAL COMMITMENTS AND SERVICE LEVELS. MANAGE VENDOR RELATED ESCALATIONS AND DELIVERABLES.

PRODUCTION MANAGEMENT

SERVICES PROVIDED TO ENSURE MINIMAL DISRUPTION IN THE PRODUCTION ENVIRONMENT AND INCLUDES ASSIGNING A FOCAL POINT IN THE PRODUCTION CONTROL CENTER TO ATTEND TO CRITICAL ISSUES. CHANGE MANAGEMENT PROCESSES TO CONTROL CHANGES IN THE PRODUCTION ENVIRONMENT.

SERVICE DESK

SERVICES PROVIDED TO HANDLE AND MONITOR INCIDENTS RAISED BY THE CLIENT AND PROVIDE PROBLEM RESOLUTION WITHIN THE DEFINED SLA PERIOD. IT ALSO INCLUDES PROVIDING DAILY AND MONTHLY METRICS ON INCIDENT VOLUMES AND STATUS.

SERVICE LEVEL MANAGEMENT

SERVICES PROVIDED TO MONITOR, REVIEW AND REPORT THE SLA 'S AS AGREED WITH THE CLIENT.

RELEASE MANAGEMENT

SERVICES PROVIDED INCLUDE REQUIREMENTS MANAGEMENT, CHANGE AND VERSION MANAGEMENT RELATED TO WHAT WILL BE BUILT FOR EVERY RELEASE BASED ON THE APPROVED RELEASE PLAN BY THE CLIENT.

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About Amdocs

For 30 years, Amdocs has ensured service providers' success and embraced their biggest challenges. To win in the connected world, service providers rely on Amdocs to simplify the customer experience, harness the data explosion, stay ahead with new services and improve operational efficiency. The global company uniquely combines a market-leading BSS, OSS and network control product portfolio with value-driven professional services and managed services operations. With revenue of \$3.2 billion in fiscal 2011, Amdocs and its over 19,000 employees serve customers in more than 60 countries. **Amdocs: Embrace Challenge, Experience Success.** For more information, visit Amdocs at www.amdocs.com

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

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MEXICO
UNITED STATES

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AUSTRALIA
CHINA
INDIA
JAPAN
PHILIPPINES
SINGAPORE
TAIWAN
THAILAND
VIETNAM

EUROPE, MIDDLE EAST & AFRICA:

AUSTRIA
CYPRUS
CZECH REPUBLIC
FRANCE
GERMANY
IRELAND
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KAZAKHSTAN
THE NETHERLANDS
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