

experience success

simplify experience | harness data | stay ahead | be efficient

The Amdocs Enterprise Customer Management Solution

amdocs

embrace challenge eXperience success



THE MOVE TO ENTERPRISE

Most service providers today face profitability challenges and eroding revenue in their consumer business. That's why many operators are shifting their focus to enterprises.

Enterprise customers currently account for over one-third of service providers' revenue (Yankee Group, 2010). In order to grow this revenue, service providers need to become more competitive and agile, and constantly offer enterprise customers valuable new services and products to meet their changing needs.



Are your enterprise customers getting what they want?

Most of the business support systems (BSS) put in place years ago to manage enterprise customers have not evolved quickly enough and, as a result, are no longer effective in profitably addressing today's challenges. In fact, many of these IT systems are silo'ed, resulting in inefficient operations, long sales and ordering cycles, lengthy time to market for introducing new services and products, and a high rate of ordering errors.

In addition, many enterprise customers are seeking advanced, Internet-based self-management tools for their communication services. But since many service providers cannot adequately provide such capabilities, they push enterprise customers to depend more on assisted channels. This puts a heavy financial and operational load on the shoulders of customer service representatives.

All of these challenges translate into sub-optimal revenue, high support costs and poor customer experience. Service providers looking to drive growth from the enterprise sector should, therefore, devise a holistic approach to optimizing sales, ordering and care processes, and driving more profitable and valuable business-to-business relationships.

It's not about technology anymore

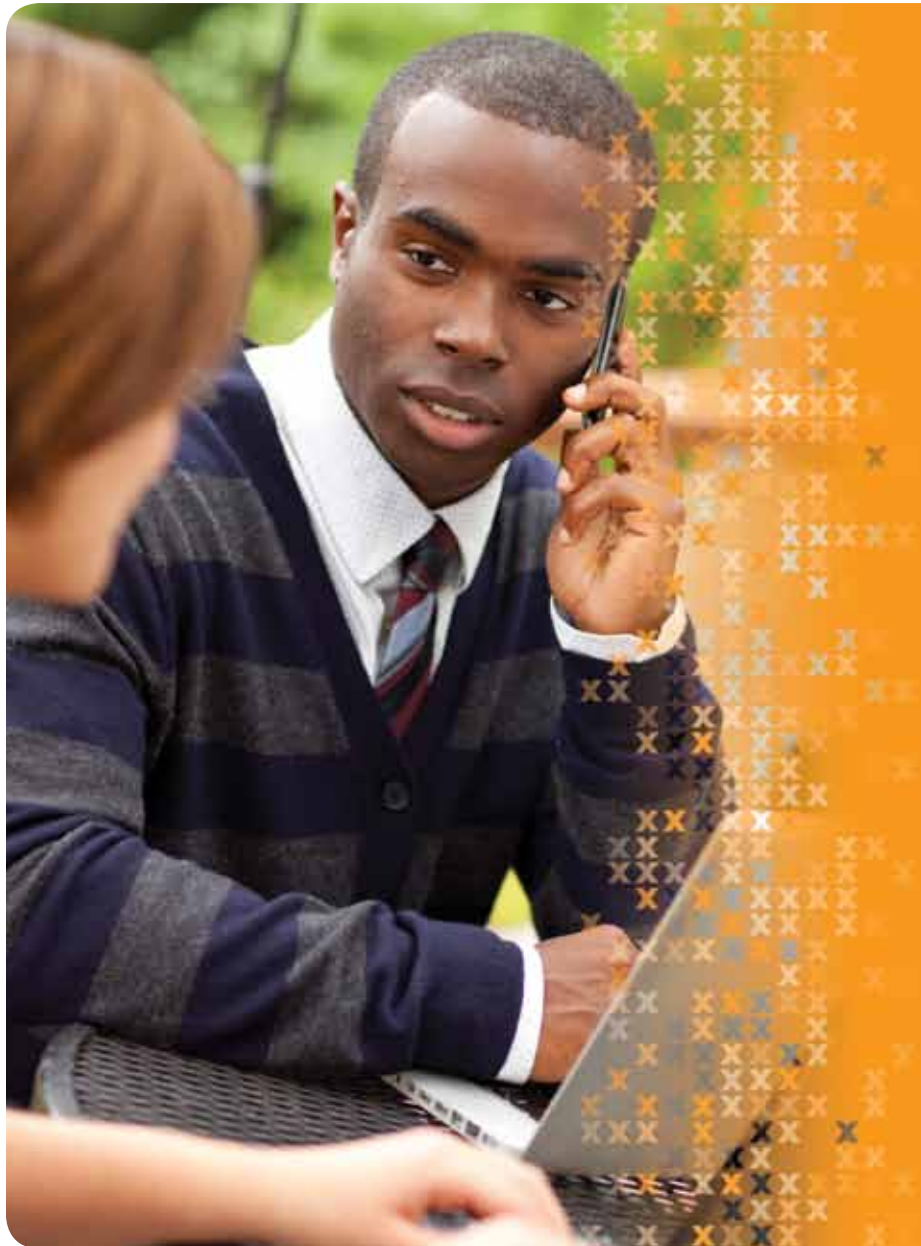
What influences enterprise customers' satisfaction and loyalty? Businesses today focus on the basics when selecting a service provider: availability, performance and cost – getting more for less.

The Yankee Group's 2010 U.S. Enterprise Connectivity FastView survey also indicates that there is a new differentiator in the mix: a strong client-service provider relationship and a superior customer experience that builds partnerships to help businesses achieve their best bottom line.

According to the survey, the top five reasons influencing enterprise customers' satisfaction and loyalty are:

1. Reliability and Quality of Service
2. Scalability/flexibility of service
3. Security
4. Monitoring and management tools
5. Customer support

With four of the above reasons for dissatisfaction relating to service and/or support, enterprise customers have clearly indicated that technology isn't the differentiator anymore. A key focus area for increasing the value and profitability from enterprise customers is optimizing the way you service and support this sector.



Are you enterprising enough?

Enterprise customers expect their service providers to supply them with smooth error-free processes, a higher level of support, faster response time on technical issues and management tools to control and manage their communication expenses in a cost-effective way.

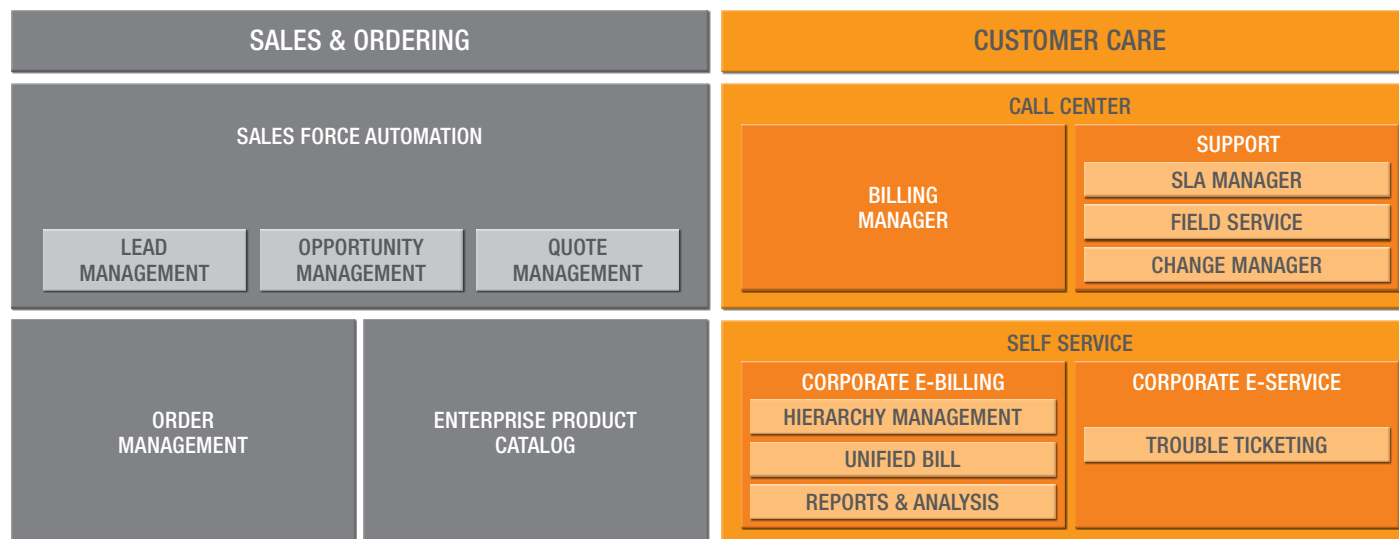
Today, more than ever, enterprise customers expect their service providers to be their partners – to understand the way they do business and address their unique requirements.

- High Volume: Service providers need to be able to support both mid-size as well as large companies with tens of thousands of employees based in multiple locations, sometimes spread over several countries and continents.
- Complexity: As more lines of business are consolidated under one roof, a growing number of product and service categories makes sales and support processes complicated and expensive to maintain.
- Flexibility: Since no two organizations are identical, specific needs must be identified and addressed with a high degree of flexibility through all business processes, making automation complex and often impossible.
- Quality of Service and support: Delivering an adequate level of service is not just an expectation but a demand. Service Level Agreements (SLAs), which present a challenge for service providers, are often embedded in enterprise contracts with penalties imposed for any SLA breach.

The Amdocs Enterprise Management Solution

The Amdocs Enterprise Customer Management Solution helps service providers improve profitability from the enterprise sector, delivering a differentiating experience which targets the sector's unique needs for a high standard of commitment. The solution provides:

- Optimized sales and ordering processes which increase sales margins and reduce the cost of sale, while delivering on business customer expectations
- Shared catalog for sales and ordering, assuring fewer order fallout and processing errors
- Effective service and support management tools to ensure customer first-call resolution, while cutting support costs
- Empowering self-management on-line tools that help enterprise customers be self-sufficient, thus reducing the workload of assisted channels



Solution Components

The Amdocs Enterprise Customer Management Solution focuses on two main customer-facing processes:

Sales and ordering

The sales and ordering functionality assures a smooth and consistent purchase experience for enterprise customers. Products and solutions include:

Amdocs Sales

Comprehensive sales force automation tool for effectively planning and deploying sales strategies that increase revenues and improve customer experience

Amdocs Ordering

Highly agile and configurable ordering system that enables rapid introduction, fulfillment and ongoing management of complex communications products and services

Enterprise Product Catalog

The single system of record for all products, services, digital goods and hard goods that a service provider bundles and sells

Amdocs Sales Quote Order Solution

Bridges the gap between sales and ordering to ensure every sales quote is delivered on time and with no errors

Customer care

The customer care functionality equips both service providers' call center representatives as well as enterprise administrators with powerful tools to manage and resolve support and billing issues. Products and solutions include:

Amdocs Billing Manager

Billing and collections management system that increases efficiency of contact center agents

Amdocs Support

Comprehensive customer support application designed for a first- and second-tier support role

Amdocs SLA Manager

Ensures customer support needs are handled in accordance with each customer's SLA

Amdocs Field Service

Ensures every technical issue raised by an enterprise customer gets the best field technician with the right parts and problem history to get resolved in a timely manner while reducing service-related costs

Amdocs Change Manager

Ensures service changes required by an enterprise customer are handled efficiently and effectively across your organization in accordance with agreed-upon service levels

Amdocs E-Billing

A powerful and comprehensive self-service solution that empowers enterprise administrators to monitor and control all the communication bills of the enterprise

Amdocs E-Service

Empowers customers to manage their accounts, create trouble tickets and resolve service issues through a Web self-service portal



The reward for service providers

The Amdocs Enterprise Customer Management Solution equips customer support representatives with powerful support and billing management tools to effectively reach first call resolution, thereby reducing costs. By sharing a unified catalog, business logic and rules across all channels, you can expect a significant increase in your conversion rates as well as a shorter lead to cash cycle. Arming your enterprise customers with efficient self-management tools shifts traffic from the expensive-to-maintain call centers to more transparent, cost-effective unassisted channels.

Furthermore, enabling enterprise customers to enjoy a better user experience at “any point of need” differentiates your services from those of your competitors and strengthens your customers’ brand loyalty.

Amdocs unique differentiators

Amdocs is the first vendor to introduce a holistic, “communication specific” approach to managing enterprise customers’ “moments of truth”. Bringing together a robust product and services portfolio, delivery track record and successful B2B deployments, Amdocs helps service providers grow their revenue and profitability from enterprise business, while significantly improving the enterprise user experience.



Drive profitability while delivering a differentiating enterprise customer experience



embrace challenge eXperience success

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:

THE AMERICAS:

- BRAZIL
- CANADA
- COSTA RICA
- MEXICO
- UNITED STATES

ASIA PACIFIC:

- AUSTRALIA
- CHINA
- INDIA
- JAPAN
- PHILIPPINES
- SINGAPORE
- TAIWAN
- THAILAND
- VIETNAM

EUROPE, MIDDLE EAST & AFRICA:

- AUSTRIA
- CYPRUS
- CZECH REPUBLIC
- FRANCE
- GERMANY
- IRELAND
- ISRAEL
- KAZAKHSTAN
- THE NETHERLANDS
- POLAND
- RUSSIA
- SOUTH AFRICA

- SPAIN
- SWEDEN
- UNITED KINGDOM
- UNITED ARAB EMIRATES - DUBAI

For the most up-to-date contact information for all Amdocs offices worldwide, please visit our website at www.amdocs.com/corporate.asp.