Amdocs Service Fulfillment

Amdocs Service Fulfillment enables the planning and orchestration of IT ecosystem and processes to deliver a wide range of digital services to B2C and B2B customers – quickly and accurately.

The solution is part of Amdocs Intelligent Networking Suite, comprising Amdocs Network Design, Amdocs Service Orchestration and Amdocs Network Inventory – all of which expose TMF APIs for easy integration with third-party systems using standard interfaces, including:

- TMF633 – Service Catalog Management API
- TMF622 and TMF641 – Product and Service Ordering APIs
- TMF638 – Service Inventory Management API
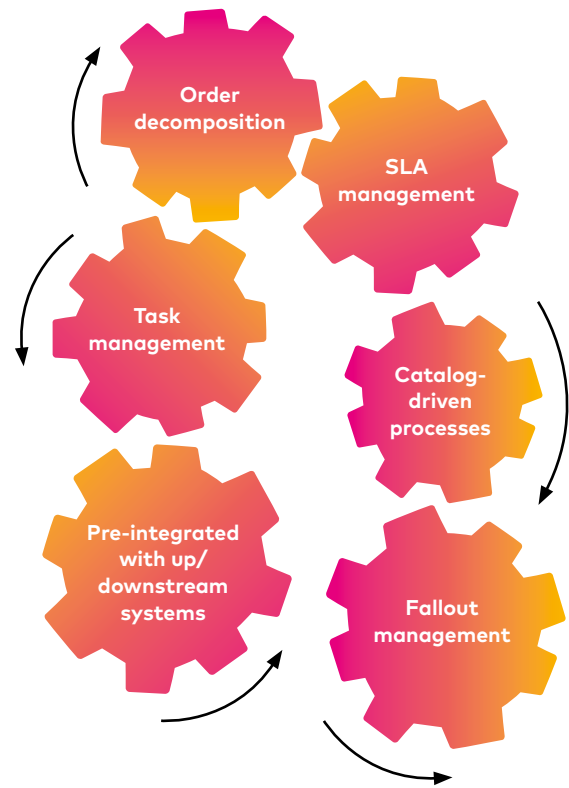- OSS/J JSR264 – Order Management API

Benefits

- Speed of service (enables customers to quickly order or access any service from any device)

- Automated service fulfillment and accurate service provisioning, with no human intervention

- Empowers customers to manage and control their services

- Rapid problem resolution, including self-care & self-healing

Addressing key challenges

- **Faster time to market** – through accelerated service design, test, launch, fulfillment and orchestration of consumer/enterprise services

- **Improved customer satisfaction** – through reduced service order processing times, order fallouts and human errors, all driven by automation

- **Optimized OPEX** – through reuse of service design templates, enhanced fulfillment process automation and closed-loop operations

- **Increased business agility** – through, modular, cloud-native, microservices-based architecture and use of open, standard-based APIs

- **Enhanced visibility & control** – via real-time, dynamic, federated and complete inventory view of overall network elements, service order & fulfillment tracking and visualization

- **Manages complexity by maximizing automation** – reduces human effort and time to market, while enabling error-free deployment – all drivers that help manage complexity, drive cost reduction and increase customer satisfaction
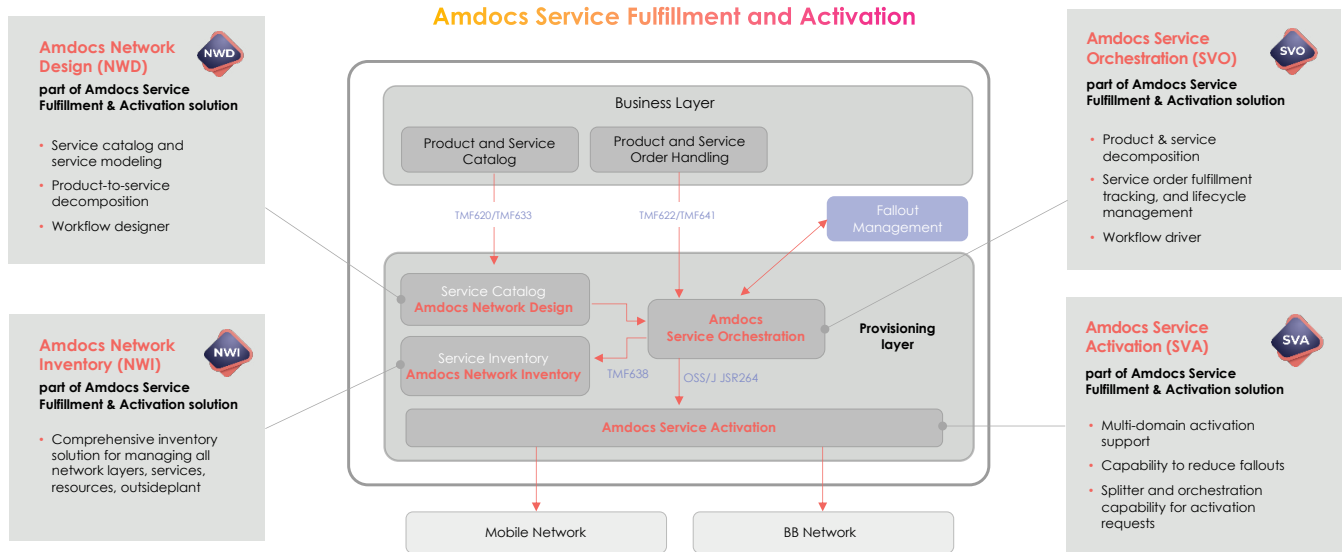
Capabilities

- Unified service design, orchestration and provisioning of various network functions and applications across multiple domains

- Out-of-box integration for business and consumer order handling, as well as integration with network/service inventory and activation

- Open, vendor-agnostic and standards-based, including 3GPP, ETSI, TMF

- Static (policy-driven) and dynamic (service inventory status) product and service decomposition

- Service order fulfillment tracking and lifecycle management

- Create robust metadata-driven task management workflows for resource allocation, deployment and instantiation

- Error reduction through downtime and fallout management

- Advanced graphical user interface for increased visibility and control

- Cloud-native, microservices-based platform, deployable on any public/private cloud for seamless upgrades and minimal impacts

Key capabilities at a glance

Amdocs Service Fulfillment executes processes that ensure service providers can deliver requested services in a timely and correct manner.

Amdocs Network Design (NWD)
NWD

part of Amdocs Service Fulfillment & Activation solution

- Service catalog and service modeling
- Product-to-service decomposition
- Workflow designer

Amdocs Network Inventory (NWI)
NWI

part of Amdocs Service Fulfillment & Activation solution

- Comprehensive inventory solution for managing all network layers, services, resources, outsideplant

Amdocs Service Fulfillment and Activation

Business Layer

Product and Service Catalog

Product and Service Order Handling

TMF620/TMF633

TMF622/TMF641

Fallout Management

Service Catalog
Amdocs Network Design

Service Inventory
Amdocs Network Inventory

TMF638

Amdocs Service Orchestration

Provisioning layer

OSS/J JSR264

Amdocs Service Activation

Mobile Network

BB Network

Amdocs Service Orchestration (SVO)
SVO

part of Amdocs Service Fulfillment & Activation solution

- Product & service decomposition
- Service order fulfillment tracking, and lifecycle management
- Workflow driver

Amdocs Service Activation (SVA)
SVA

part of Amdocs Service Fulfillment & Activation solution

- Multi-domain activation support
- Capability to reduce fallouts
- Splitter and orchestration capability for activation requests

Benefits

- Business-driven, next-generation OSS solution, fully supporting the digital transformation journey
- Cloud-native, microservices-based and intelligent automation-infused for greater business agility, faster TTM and optimized OPEX
- Seamless, integrated digital-to-network operations through Amdocs' market-leading OSS products – Amdocs Network Design, Amdocs Service Orchestration, and Amdocs Network Inventory
- Seamlessly integrates with any BSS & OSS stack through Open APIs, with pre-integration to Amdocs Customer Experience Suite – Amdocs Catalog, Amdocs Commerce & Care Suite & Amdocs Monetization Suite

Business & operations reality – Operational complexity prevails

Previously installed OSS and BSS were never designed to address the dynamic, real-time, and flexible nature of 5G networks. These systems are no longer fit for purpose.

Exploring and then engaging in new capabilities to address the dramatic complexity and dynamic interactions expected by the full potential of 5G SA is essential for business success.

About Amdocs

Amdocs helps those who build the future to make it amazing. With our market-leading portfolio of software products and services, we unlock our customers' innovative potential, empowering them to provide next-generation communication and media experiences for both the individual end user and large enterprise customers. Our 31,000 employees around the globe are here to accelerate service providers' migration to the cloud, enable them to differentiate in the 5G era, and digitalize and automate their operations. Listed on the NASDAQ Global Select Market, Amdocs had revenue of $4.58 billion in fiscal 2022.

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