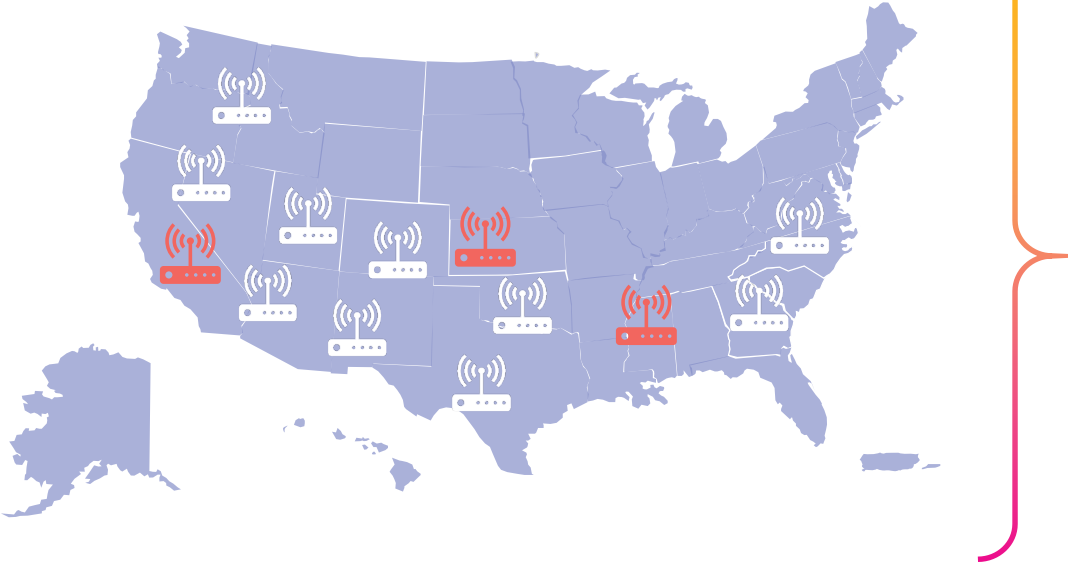


Amdocs Monitoring Platform



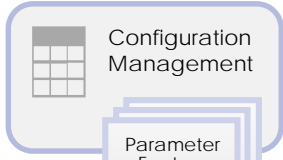
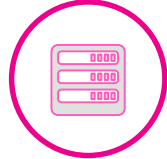
Ticketing System
(BMC Remedy, Service Manager)



Customer Care

Auto Creation & Closing Ticket

Fault Management



Configuration Management



Parameter Feature License



Performance Management System
(Counter, KPI)



Amdocs Platform

Intelligent Automation

Real-time Dashboard & Reporting, Network Performance analytics & service assurance.



Amdocs Managed Services



Customer Support

- 24 x 7x 365 availability
- Online self Serve portal for opening and managing open cases
- Global team, follow the sun model
- Single point of contact for all open issues



Fault / Issue resolution

- Provides SME and oversight
- Assume ownership of resolution for all issues
- Assists in RCA investigations.
- Fixes will be functionally tested by L2
- Escalates complex issues to L3



Governance

- Periodic operational calls (open SR reviews)
- Weekly operational reports
- Monthly or Quarterly reviews
- Additional KPI tracking and customer engagement