



amdocs enterprise accelerator sell smarter. deliver faster. monetize beyond.

The growing enterprise/B2B market opportunity

Acceleration of the digital society is driving businesses to engage and interact with employees, partners and customers in new, diverse ways. This is creating increased demand for a wide array of communication, collaboration, security, cloud and productivity solutions from businesses and enterprises of all sizes, representing a key growth opportunity for service providers worldwide. Moreover, the "softwarization" and "cloudification" of the network is introducing opportunities for expanding the enterprise business in the form of upselling and cross-selling NFV/SDN and cloud-based connectivity and application services to existing customers, amongst others.

Yet, alongside the multiple opportunities, service providers also face threats from OTT and cloud providers, who are also targeting these same enterprise customers with their own innovative digital services. In such a complex and highly competitive environment, service providers need protect their core services through providing simplified and streamlined experiences to their customers. And then go one step further to unleash the growth potential of their current and future networks with connectivity-powered diversified solutions and services.

Yet, the hurdles are many

Staying ahead requires the ability to quote complex sales quickly, take orders easily through any channel, orchestrate and deliver services faster, and on-demand in many cases, and be able to rapidly offer new, innovative and compelling enterprise offerings beyond traditional connectivity.

But all too often, current systems and processes stand in the way. Lead-to-care processes are typically manual, labor-intensive and fragmented; existing systems are siloed and disconnected, often based on individual product lines, businesses and tailored to specific network technologies. Furthermore, closed, monolithic software

solution stacks lack the extensibility to support business processes for new service domains and offerings. The result is long and cumbersome sales cycles, complex order delivery with limited visibility, poor customer experiences and slow, challenging procedures to introduce new services and offerings.

The enabler: Amdocs Enterprise Accelerator

Amdocs Enterprise Accelerator enables service providers to successfully grow the enterprise/B2B business by ensuring streamlined processes and delivering differentiated value-added services. It provides modern, automated solutions for accurate ordering, faster service delivery and increasing revenues beyond traditional connectivity.

Amdocs Enterprise Accelerator frees service providers from the constraints of complex, time-consuming, manually-intensive, expensive processes by injecting intelligent automation and turn-key accelerators into every facet of the business. It's a pragmatic and modular approach that:

- Enables accurate and profitable sales with holistic digital customer order management, including empowering enterprises to consume and manage next-generation network services via a digital self-care and self-scale experience
- Provides end-to-end control and visibility through automated service orchestration and assurance
- Offers a market-ready portfolio of value-added services that align with industry growth engines such as cloud transformation, digital engagement, AI, cyber security and IoT

In addition, Amdocs Enterprise Accelerator is a modular solution that can be deployed in a tailored manner, in cloud environments, and with flexible commercial arrangements.

Sell smarter: Accurate and profitable sales with holistic digital customer order management

Benefits:



Quickly define and manage value-rich offerings in unified BSS and OSS catalog



Accurately process orders with catalog-driven decomposition and orchestration



Improve customer experience with intuitive self-service

Amdocs Enterprise Accelerator digitizes, automates and speeds-up the entire order and contract management process from sales to delivery, from lead to cash. From initial purchase and order placement through to ongoing support, service providers' can engage with their B2B customers across all channels, ensuring continuity and consistency, operational efficiencies and higher customer satisfaction.

Amdocs Enterprise Accelerator is uniquely designed to simplify complexity and scale up or down to meet the requirements of businesses of all sizes, driving more accurate processes and profitable sales with holistic order and contract management automation.

Deliver faster: End-to-end control and visibility through automated service orchestration and assurance

Benefits:



Increase efficiency through cross-domain orchestration and consolidating fragmented fulfillment systems



Boost network agility (physical + virtual + cloud) with hybrid service management



Automate closed-loop network service management for existing and future networks

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Monetize beyond: Market-ready portfolio of value-added services

Benefits:



Guide the network transformation journey of enterprises to standards-based NFV/SDN



Provide consulting, migration, development services to move enterprises to the cloud



Deliver agile engineering and UI/UX expertise to modernize the digital enterprise

Amdocs Enterprise Accelerator helps operators rapidly and cost-effectively launch relevant offerings by providing a market-ready portfolio of value-added services that align with industry growth engines such as cloud transformation, digital engagement, AI, cyber security and IoT. Amdocs Enterprise Accelerator supports a large ecosystem of NFV and cloud-based value-added services, providing even more opportunities to accelerate growth beyond traditional connectivity.



Amdocs' unique approach for enterprise/B2B solutions

Differentiators:



Modular yet pre-integrated end-to-end approach with extensive solution portfolio



Modern, open and innovative cloud-native digital architecture



Telco-specific B2B experience across traditional-plus-new network and service domains (5G, IOT, NFV, AI/ML)



Unparalleled and proven excellence in project delivery and managed services

Amdocs offers a wide array of consulting, professional and delivery services for all areas of the Enterprise Accelerator portfolio, including:

- Architecture modernization to microservices
- Cloud consulting and migration
- New practice implementation (e.g. DevOps and SRE)
- Smart operations (SOC, O2A)
- Data collection and analytics

Conclusion

Amdocs Enterprise Accelerator is a uniquely scalable enterprise enablement solution, supporting service provider growth into the era of 5G-enabled enterprise services. The solution is simple to use, agile, and automated, enabling service providers to capitalize on the growth potential of their current and future network. Moreover, Amdocs Enterprise Accelerator is field proven with many service providers worldwide, who can now deliver smart, fast, and superior enterprise customer experiences.

For more information: B2B@amdocs.com