

Case studies:

Transformation for Landline & Broadband Service Provider in UK

A leading Landline & Broadband Service Provider in UK went through an end-to-end OSS/BSS transformation from legacy stack to TCS Hosted OSS/BSS solution. The solution is offered on a pay-as-you-use model - linking TCS' growth with customer's success, as an ideal partner.

Solution for Green Field Operator in APAC

TCS Hosted OSS/BSS solution enabled a Greenfield Telecom service provider (MVNO) with rapid launch of GSM service in 3 months. The solution is modelled to support MVNO & MVNE businesses of the customer.

Solution for Service Provider in South Africa

A leading telecom service provider in South Africa went through an IT transformation journey replacing its existing OSS/ BSS with TCS Hosted OSS/BSS solution to support fixed-wireless services. The transformation was successfully completed enabling Pre-paid and post-paid retail services.

Solution for a large operator in APAC

A leading telecom service provider in APAC went through a rapid IT transformation by replacing its existing legacy OSS/ BSS with TCS Hosted OSS/BSS solution. The transformation was successfully completed in five months enabling convergent wholesale and retail services.

Contact

To know more about TCS Hosted OSS/ BSS, contact global.telecom@tcs.com

About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

For more information, visit us at www.tcs.com

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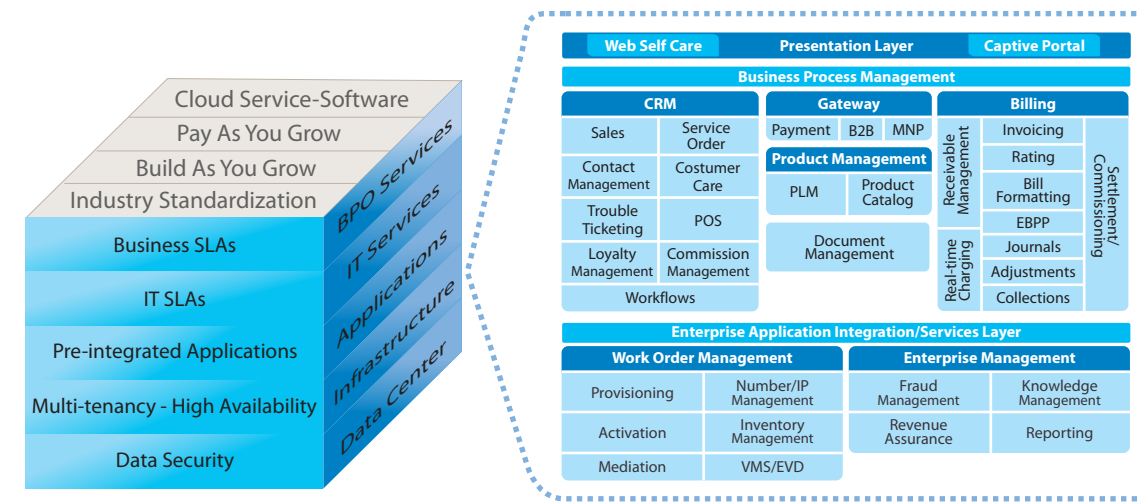
Hosted OSS/BSS

Telecom



Telecom is an environment of constant Technological Changes, Portfolio Expansions, Evolving Offerings & Business Models. In this scenario, Service Providers seek to ensure continuous product innovation & quick launch, hassle-free transactions, efficient customer service and positive customer experience in order to achieve greater customer acceptance and an edge over competition.

Understanding this, Tata Consultancy Services (TCS) offers Cloud based "Hosted OSS/BSS (HOB)" solution to provide enhanced service rollout, operational efficiency and agility to service providers' needs. The solution is based on Industry Standards offered as 'Platform-as-a-Service' on 'Build-as-you-Grow' & 'Pay-as-you-Use' commercial models, to ensure low investments and high Return on Investment (ROI).



Hosted OSS/BSS - Telco in a Cube

Overview

Telecom Services Providers globally encounter common challenges like:

- High Capex & Opex with associated unpredictability of returns from IT
- Extended time to launch new Products & Services, hence corresponding loss of opportunity
- Never ending System Integration initiatives
- Multiple IT and Operation partners with no end-to-end SLA ownership

TCS Hosted OSS/BSS (HOB) solution has been designed and set-up to address these challenges and provide enhanced service rollout, efficiency and agility to your organization's Operations. The solution includes Pre-integrated suite of hardware and OSS/BSS applications, Pre-modelled Business Processes that are aligned to eTOM & ITIL and are delivered against committed Business SLAs. The solution is offered as 'Platform-as-a-Service' on 'Build-as-you-Grow' & 'Pay-as-you-Use' commercial models - linking TCS' growth with customer's success, as an ideal partner.

The offering is a complete pre-integrated solution owned, hosted, and managed by TCS. This allows the Service Provider to concentrate on enhancing customer value and focus on core business growth. The solution combines BPO Services, IT Services, best-in-class Commercial-Off-The-Shelf (COTS) products, TCS' Solutions and Infrastructure & Data centres to assist any type of operator at any stage of maturity. It's the right & ready solution that facilitates Green field Operators launch quickly and also enables Large Service providers to experiment with new Services & Business models without large investments & impact to the current IT solution. For Medium / Small Service providers, the solution can help meet the growth aspirations by transforming from legacy to a Flexible & Standard solution.

TCS HOB solution has been built by leveraging 45,000 person years of experience serving telcos globally. The solution has been designed with specially-chosen solution components, which adhere to industry standards and best practices.

CRM	Billing	Order Management	Revenue Assurance
<ul style="list-style-type: none"> ■ Sales Management ■ Customer Management ■ Product Management ■ Service Request ■ Dealer Management ■ Point of Sale ■ Reports 	<ul style="list-style-type: none"> ■ Account Management ■ Mediation ■ Rating ■ Invoicing ■ Bill Formatting ■ Receivables Management ■ Billing Inquiry Management 	<ul style="list-style-type: none"> ■ Order Management ■ Order Fulfilment ■ Jeopardy Management ■ Service Provisioning ■ Workflow Management ■ SLA Management 	<ul style="list-style-type: none"> ■ n-way & m-level reconciliation ■ Multi-level, multi dimensional reporting ■ Multi level notification and escalation
Loyalty Management	Trouble Ticketing	Number/SIM Management	Commissions Management
<ul style="list-style-type: none"> ■ Customer Segmentation ■ Points Calculation ■ Milestone Calculation ■ Reward Management ■ Customer Communication ■ Rules Management ■ User Management 	<ul style="list-style-type: none"> ■ Create/Track Complaints ■ Manage Complaints ■ QoS/SLA Management ■ Workflow Management 	<ul style="list-style-type: none"> ■ Number Range Creation ■ Manage Numbers ■ Number Loading/ Allocation ■ Number Life-cycle Management ■ SIM Management ■ Manage SIM Profile 	<ul style="list-style-type: none"> ■ Commission types ■ Commission rules Management ■ Negative Commissions ■ Charge back and Claw back ■ Rules Management ■ User Management

Benefits

Through TCS HOB solution, the Service Provider gains from:

- **An Express Launch:** Pre-integrated, deployment-ready stack with pre-defined Business transactions, SLAs, Processes and Applications ensuring quick time to market.
- **A flexible Commercial model:** Flexible 'Build-as-you-Grow' & 'Pay-as-you-Use' commercials model enabling minimal upfront investment and low Opex.
- **Agility:** Scalable infrastructure to meet increasing capacity requirements and insulating the Service Provider from the complexities of hardware, software, and licenses capacity planning and management.
- **Standardization:** Compliance with industry best practices and standards like eTOM, TAM, SID, ITIL, TOGAF etc, ensuring solution alignment with the Technology changes.
- **Lean operations:** Business SLAs driven Operations and Support ensuring complete control and visibility.

Why TCS

We at TCS bring in best-in-class solution and processes and continuously invest in our solution to encapsulate evolving best practices and processes. We further add value to the engagement with our:

- **Pay-as-you-use model:** This model eliminates Capex and allows you to pay only the subscription charges for the hardware, software, and professional services that you use. You also benefit from:

- Commercials linked to the business growth or even revenue share models;
- Contracts with no price escalation and no hidden costs;
- Our innovative model, which reduces your current IT spend by a minimum of 30 per cent.
- **Platform-as-a-Service model:** This 'plug -and-play' option allows you to implement and get started without any delay. You benefit from:
 - Reduced implementation & set-up time;
 - Protection from technology obsolescence and periodic investments in technology upgrades;
 - Reduced costs and efforts associated with applications/technology licenses;
 - Working with minimal / no IT support staff given the end-to-end SLAs based support from TCS.
- **Build-as-you-grow model:** TCS understands that IT needs to grow as the business expands. From using a few applications to end-to-end solution, we help the Service Provider scale-up operations and adopt sophisticated & new business models for the growing business needs.
- **Anytime, Anywhere, Secure Data:** We protect your data by providing the service through private cloud based infrastructure ensuring data security through multiple security-layers with authorised, secure, anytime-anywhere data access.