

# TCS HOBS™ Connected Devices Management (CDM) Platform

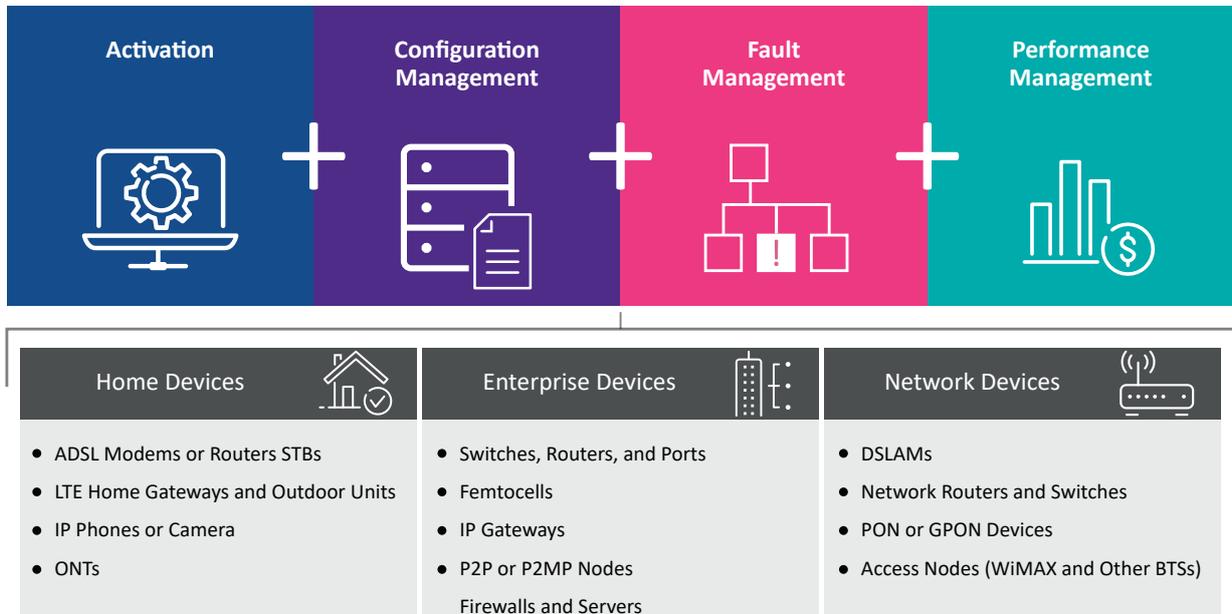
Communications, Media & Information Services



Communications service providers (CSPs) and media operators worldwide need to ensure that their IP devices are serviced well and are running smoothly at all times, in order that subscribers derive full value from networks. However, manual maintenance of each IP device can be cumbersome, resulting in large administrative overheads. Telcos and large enterprises have been realizing the importance of implementing an integrated technology platform that can efficiently manage the entire service delivery lifecycle from fulfilment to assurance. This will improve network performance, and thereby, elevate customer experience. Tata Consultancy Services' (TCS') Connected Devices Management (CDM) platform consolidates various siloed products, such as for activation, provisioning, configuration, performance, fault detection, and remote troubleshooting. Our platform substantially improves telecom network performance by delivering services quickly and managing operations effectively.

## Overview

The top most priority for modern-day CSP network operations is to bring the data being captured from different devices in the network in a homogenized data bus leading to a data lake. This is the foundation step to achieve the goals of zero touch automation and intelligent operations. Even though most CSPs have invested heavily in 'smart' IP devices, few make use of the network communication technology effectively. Devices procured from different original equipment manufacturers usually require their own set of monitoring and configuration tools, with their own data bus and database. As a result, telcos and enterprises end up monitoring and managing devices in silos, often employing dedicated teams to oversee each processor tool, adding to the complexity of their growing service portfolios. Such complexities can compromise the performance of telecom networks. The absence of a centralized platform makes data analytics challenging, and reduces organizations' visibility into services and network infrastructure. Also, traditional products do not support cloud deployment, which is the prime requirement for scalability and elasticity. TCS' HOBS CDM platform simplifies CSPs' OSS Technology stack by streamlining the number of tools and processes being used across telecom networks, devices, operations support systems (OSS) and the services layer. The offering reduces redundancies by establishing a common set of functions that can be used across different technologies. It standardizes and automates processes across service fulfilment, assurance, and operations, reducing the mean time to repair (MTTR) considerably. The integrated platform also provides operators with common data bus and a data lake, enabling effective analytics and informed decision-making.



*An overview of TCS' Connected Devices Management Platform*

## Our solution

TCS HOBS CDM platform brings a holistic view to device management across networks, enterprises, home devices, and sensors (IoT) and eliminates the need for human intervention in routine processes. The solution also substantially improves telecom network performance by managing device operations effectively and performs fulfillment and assurance functions.

This multitenant and cloud-based offering provides a common user interface applicable to various departments across the organization. It provides multi-technology and multi-vendor support capabilities based on SNMP, Telnet, SSH, HTTP, HTTPS, and broadband forum TR-family standards.

Our suite comprises:

- **Network configuration management:** Centralized network configuration management system to manage, baseline configuration, perform audit, diagnostics, and run remedial procedures.
- **Service activation:** Product to automate network functions, perform technical order orchestration, bulk resource activation or deactivation, rollback, and prioritization.
- **Fault management:** Focused network fault and traps handling and monitoring, rules engine and filters, geo view, and real-time and dynamic dashboards and alarms.
- **Performance management:** Network performance and availability monitoring, link SLA monitoring, server performance, KPIs monitoring and breach, device statistics, and geo view.
- **Home devices management:** Device provisioning, remote diagnostics, customer service agent's empowerment, and reactive and proactive monitoring.

# Benefits

With TCS' Connected Devices Management platform, CSPs and media operators can gain from the following benefits:



**Reduce operational costs:** Cut overheads and license costs by reducing the number of tools being used; save up to 70% of operational efforts by simplifying and automating processes; and reduce up to 40% field visits by empowering customer support with effective remote management and troubleshooting.



**Boost productivity:** Reduce time taken for monitoring and troubleshooting devices by up to 40%; receive up to 25% less customer calls regarding network problems; channelize resources freed up by TCS' automated CDM solution toward other critical business needs, to boost resource utilization levels.



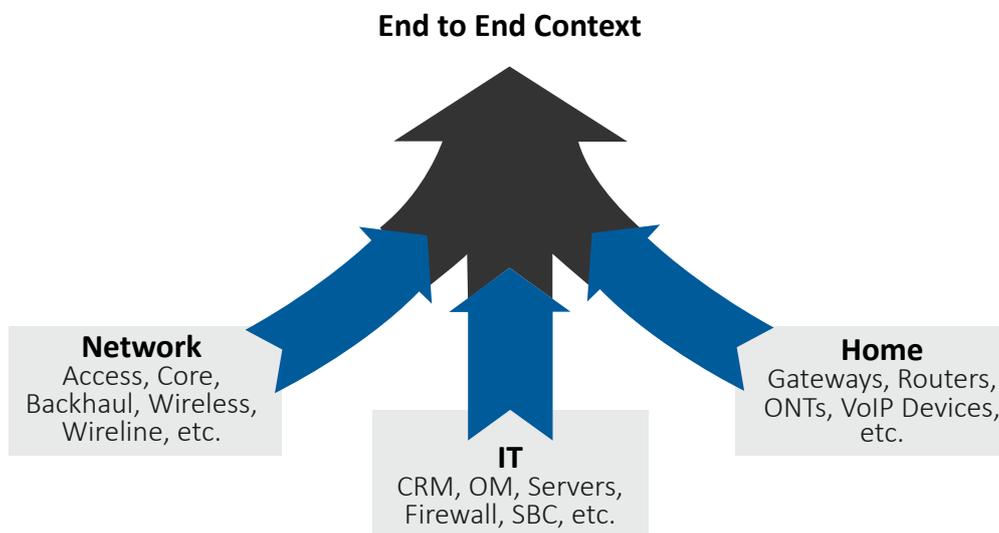
**Enhance customer experience:** Elevate your customers' network experience by offering excellent quality of services and improved customer support; reduce network downtime by up to 30% and MTTR by up to 40%.



**Reduce time-to-market:** Support for more than 200 device models with ready to use services, performance, and diagnostics templates, allows for faster time to market.



**Derive actionable insights:** Share common data sets across fulfilment, assurance, and operations to obtain analytics; proactively monitor SLAs for platinum customers.



# The TCS advantage

By partnering with TCS, you can gain from the following advantages:



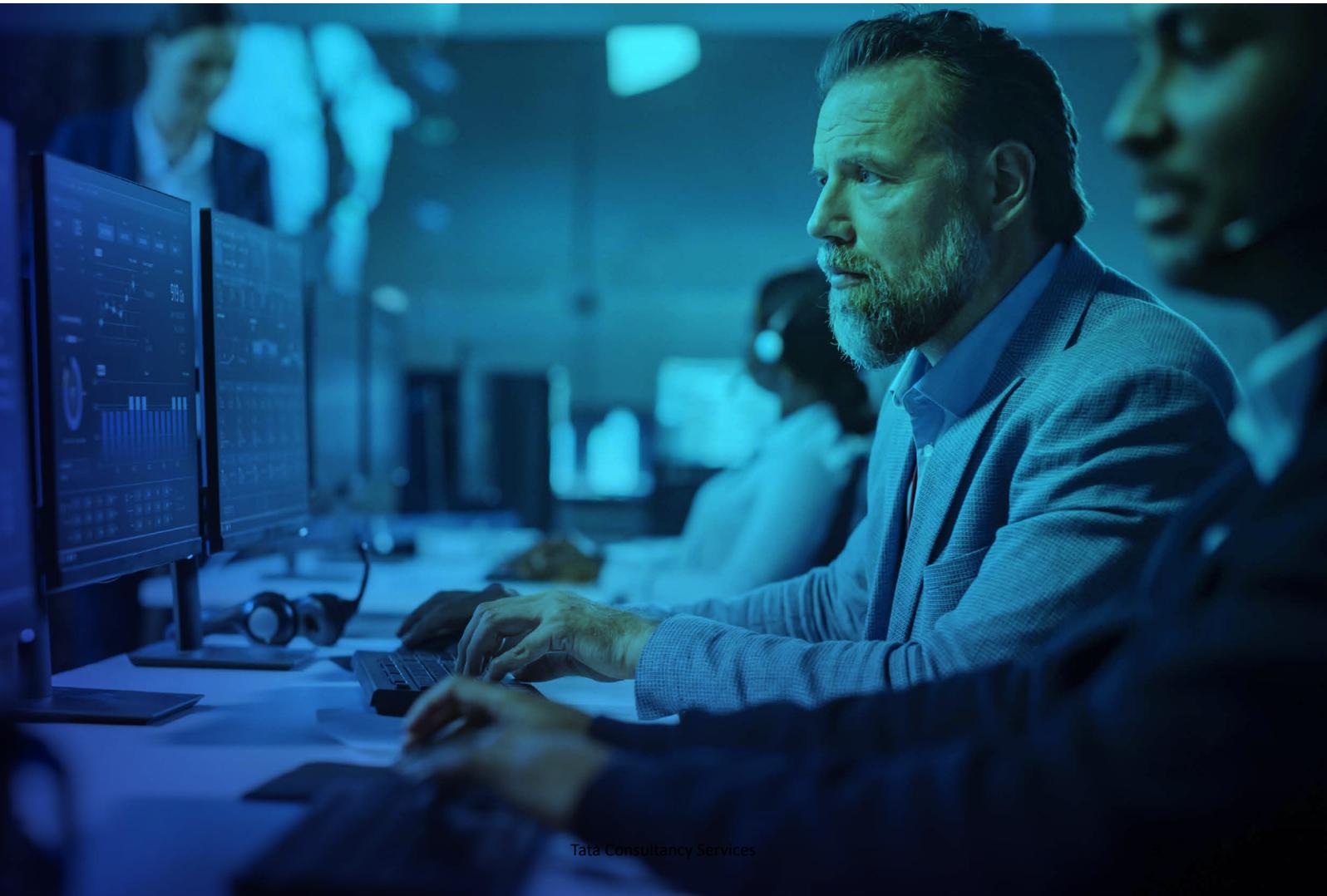
**Standardized automated solution:** TCS' CDM platform leverages several protocols – including Telnet, SSH, SNMP, TR-069 Family, OMA DM, NETCONF, and CORBA – to ensure standardization.



**Unified platform:** We offer a single platform for activation, configuration, fault, performance, and home devices management across networks, enterprises, homes, and IoT devices.



**Decentralized control with centralized management:** TCS HOBS CDM platform allows CSPs to extend management or specific features to their information technology or channel partners, so that they can take care of daily operations and diagnostics.



# Awards and accolades



**TOP 3  
IT SERVICES  
BRAND**



**FASTEST GROWING  
IT SERVICES BRAND  
FOR THE DECADE  
2010 - 2020**



## Contact

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## About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is a purpose-led transformation partner to many of the world's largest businesses. For more than 50 years, it has been collaborating with clients and communities to build a greater future through innovation and collective knowledge. TCS offers an integrated portfolio of cognitive powered business, technology, and engineering services and solutions. The company's 500,000 consultants in 46 countries help empower individuals, enterprises, and societies to build on belief.

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