

TCS Next-Gen OSS Services

Communications, Media & Technology



The digital era makes it essential for communications service providers (CSPs) to keep pace with growing diversification and customer demands. However, aging infrastructure – including operations support systems (OSS) – is out of sync with emerging needs, leading to lost opportunities. At the same time, technologies like 5G, SDN/NFV, and SD-WAN portend a massive boost in complexity and demand. CSPs who embrace digital transformation will be able to capitalize on these opportunities, satisfying customer and shareholders' expectations and staying competitive.

TCS Next-Gen OSS Services is a comprehensive solution to help CSPs transform their capabilities for emerging market dynamics. We cover the entire value-chain, across OSS planning, architecture, design, implementation, integration, and operations, making it easier for CSPs to ramp-up for their digital future while optimizing existing operations. We enable CSPs to efficiently transition and strengthen capabilities ensuring readiness for next-gen services.

Overview

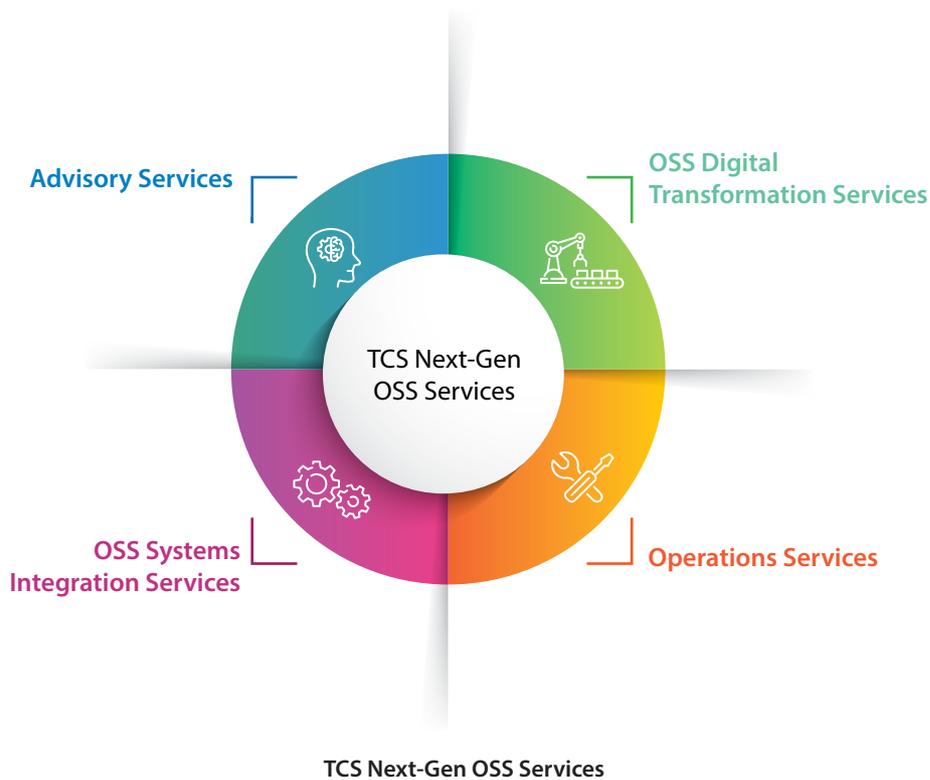
CSPs are facing stiff competition from digital natives and OTT players that are gradually encroaching into the CSP space. To thrive in an increasingly competitive digital market, CSPs must transform their existing OSSs. CSPs are investing heavily in 5G, FTTx, IoT, Mobile Edge Computing, and network virtualization to keep up with growing demands. But to roll-out innovative offerings, products, and solutions quickly, optimize the management of existing networks, and bring network access closer to consumers, CSPs need a next-gen OSS. This OSS would enable on-demand dynamic service bundling, zero-touch self-service provisioning, closed-loop service assurance and hybrid environment (cloud and on-premises) support. It would also help manage high volumes of data flows, while ensuring operational agility and enhancing customer experiences.

At TCS, we provide end-to-end support for next-gen OSS implementation, including advisory, transformation, implementation, and operations services (see Fig. TCS Next-Gen OSS Services). Our services help CSPs plan and execute OSS transformations, define automations, and achieve operational agility, while integrating with existing services and infrastructure. We partner with industry leaders to provide our customers with a complete OSS service bouquet. We are equipped with a unique OSS 5G-readiness framework, which facilitates the journey for CSPs looking to leapfrog into the next bend of digital transformation.

The Solution

TCS Next-Gen OSS Services suite comprises of the following offerings:

- **OSS Advisory Services:** To assess the fitment of OSS systems, architecture, business processes and strategies to maximize strategic capability and increase the potential to monetize networks; includes 5G-readiness OSS assessment, strategy for NetCo-OpCo segregation, next-gen OSS process, architecture and data architecture assessment, and OSS data and insights strategy.
- **OSS Digital Transformation Services:** Provides E2E transition and transformation services covering recommendations, implementation, and rollout in areas such as zero-touch intelligent service orchestration, intelligent closed-loop service operations, automated infrastructure rollout, inventory modernization, intelligent OSS data factory, and use case implementation for cognitive service assurance.
- **OSS Integration Services:** Works as a system integrator for OSS transformation programs undertaken by the CSP; providing microservices and APIfication for platform architecture, BPM smart workflow automation, multi-technology activations, North-South and East-West platform integration, application and data migration services.
- **OSS Agile Operations Services:** Provides agile OSS operations covering application operation, maintenance, and development; delivered through multiple models including a complete outcome-based managed services model; flex factory model (on-demand and scalable) with commitment of service guardianship and ownership, leveraging Machine First Delivery Model™, and providing E2E test automation services to digitally transforming OSS operations and improve business agility and user/customer experience.



Benefits

By opting for TCS' Next-Gen OSS Services, CSPs can:

- **Improve time-to-market for faster time-to-revenue:** Speed up revenue generation through dynamic design to orchestration capabilities.
- **Open new market revenue channels:** Monetize infrastructure to the maximum by exposing investments to partners.
- **Reduce costs:** Save on operational expenditure through flexible factory models and outcome-based managed services.
- **Gain product agility:** Quickly offer customers innovative products to monetize new revenue streams.
- **Strengthen market leadership:** Lead their markets with early adoption of contemporary modern technology and deliver innovative solutions and evolved business functionality to improved customer experience and realize higher satisfaction indexes.
- **Achieve scalability:** Enable scaling for OSS regardless of network technology advancements, volume of data/traffic/information/customers being handled with an open structure to adapt and evolve.

The TCS Advantage

By partnering with TCS, companies gain from the following key differentiators:

- **5G-readiness:** We offer a unique OSS 5G-readiness assessment framework to prepare CSPs for 5G operations, upgrading the environment for 5G-related operational requirements.
- **Deep industry expertise:** We have over three decades of industry experience, leveraging multiple geographies experience with diverse network technologies as well as research and development experience in partnership with leading telecom equipment and product vendors.
- **Diverse monetizable use cases:** Our experience spans across multiple industry verticals such as utilities, manufacturing, life sciences, travel, transportation, and hospitality. This means we are uniquely positioned to formulate monetizable use cases for next-gen services and underlying OSS requirements and capabilities.
- **A growing partner landscape:** Our services are backed by strategic partnerships and collaboration with leading industry telecom OEM vendors and OSS solution providers. This ecosystem is constantly growing and being leveraged to deliver solutions to our customers.

Awards & Recognition



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