

OSS/BSS Transformation Services

Communications, Media & Technology



The telecom industry is changing rapidly, due to diverse forces such as network capacity constraints, high market penetration, net neutrality regulations, new business models, market consolidation, and increasing customer demands. In response to these market trends, communications service providers (CSPs) revamp their customer engagement and experience models, launch new digital services such as over-the-top (OTT) and IoT-enabled service offerings, create new ecosystems of partners and suppliers, and optimize cost structures to support their business models.

TCS' OSS/BSS Transformational Services offer end-to-end greenfield implementation, process assessment, business process design, application cloud migration, commercial off-the-shelf (COTS) vendor assessment, middleware and integration, application consolidation and systems rationalization, information services (IS), and managed information technology (IT) services. These solutions help telecom companies achieve better customer satisfaction through faster detection and resolution of problems.

Overview

Players in the telecom industry experience diminishing revenues from traditional voice and data services; shrinking budgets for operations, IT, and business systems; and stiff competition from OTTs and new 'virtualized' entrants. Significant investments into legacy applications have yielded poor return on investment (ROI). They need ubiquitous mobility that can support multiple form factors for users and consistently deliver coherent customer experiences through omni-channel marketing efforts.

TCS' OSS/BSS Transformational Services span core functional sections in fulfillment, assurance, and billing. Our solutions help:

- Fulfill service management, provisioning and activation, synchronization and discovery, and inventory management
- Deliver assurance services in performance management, service quality and/or customer experience management, fault management, and trouble ticket
- Provide billing services in customer relationship management (CRM), point of sale (PoS), self-care, and product catalog
- Standardize business processes across order fulfillment, sales, and customer service
- Deliver network resource and service fault management based on the Think, Build, and Operate model

Our Solution

TCS' OSS/BSS Transformational Services for CSPs include:

- **Business Transformation Services:** Focused on product and process simplification, the services include business process driven business transformation, solution design, product rationalization, Software as a Service (SAAS) solutions, data migration, system integration, data quality, present method of operation (PMO), and service delivery transformation
- **Technology Transformation Services:** Focused on digital transformation and automation and information technology (IT) transformation, these services span API-fication, COTS implementation, technology upgrades/COTS upgrades, custom development/modernization, and COTS evaluation/vendor assessment
- **Operational Efficiency Services:** Focused on cost take out, the services encompass assurance services, business process services, and revenue assurance and fraud management

Benefits

TCS' OSS/BSS Transformational Services adopt an end-to-end approach to systems integration and they can:



Transform network environments without customer experience disruptions



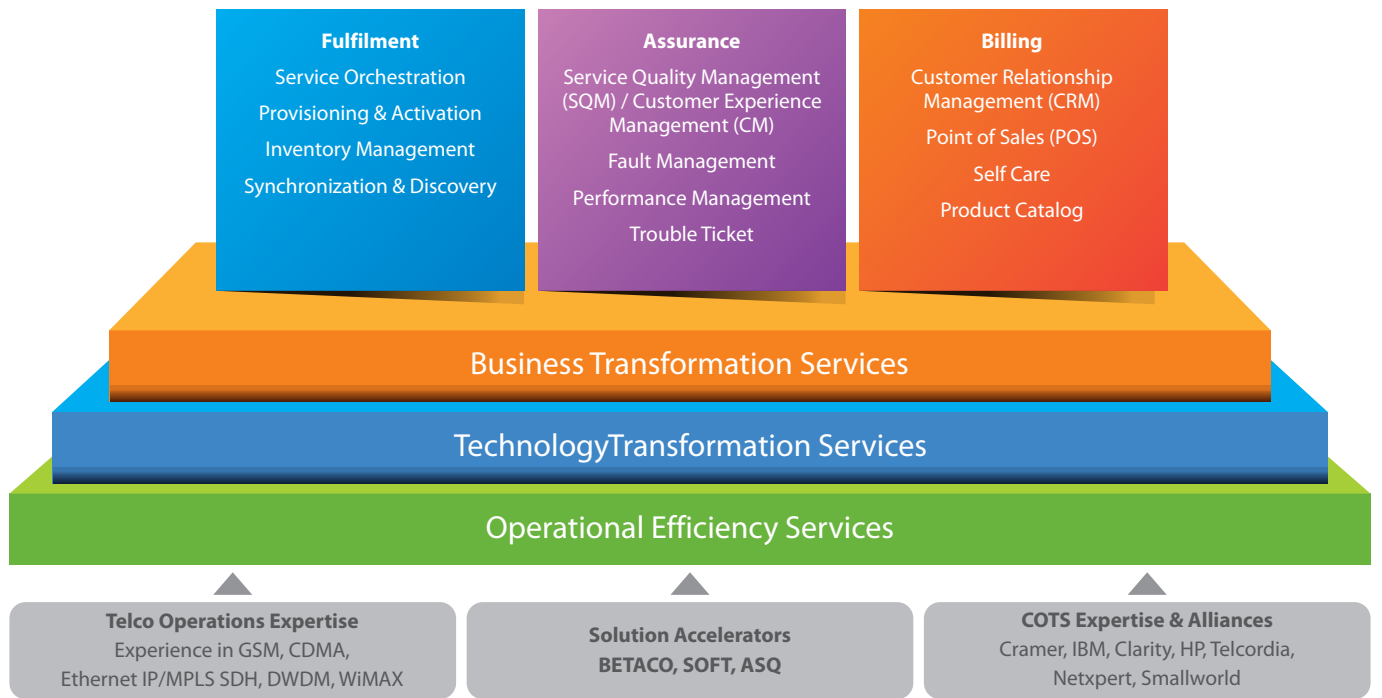
Consolidate service provider systems to improve efficiencies



Ramp up the introduction of simple services and technologies



Synchronize the various fulfillment areas to discover new data



The TCS Advantage

TCS' OSS/BSS Transformational Services are backed by the domain expertise needed to deliver complex greenfield and transformational projects. Our methodical approach towards design enables us to partner multiple product vendors and perform seamless OSS/BSS application stack integrations. We leverage OSS/BSS architecture frameworks including eTOM, TMF Standards, OSS/BSS/J, and SID, and integrate them using Enterprise Application Integration (EAI) and Service Oriented Architecture (SOA) to design 'plug & play' solutions.

Our long term strategic alliances with leading OSS/BSS COTS product vendors like HP, IBM, Amdocs, EMC, CA, Ericsson, Oracle, and BMC as well as equipment vendors such as Cisco, Juniper, Ericsson, Alcatel, Brocade, and Nokia further enhance our capabilities to satisfy our customers' needs. Our solution accelerators including adapters on platforms like Oracle and Customer Adapters, integration frameworks for logical and physical inventories in geographic information systems (GIS), Data Migration Tool, and simulators for SNMP and Corba facilitate accelerated integration and deployment of COTS solutions.



Simplify complex product and service management to enable faster time to market



Reduce operational costs to maximize ROI



Facilitate continuous evolution of enterprise segments



Satisfy customer demands for instant gratification and service

Awards & Recognition



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