

Hosted OSS/BSS Connected Devices Management Suite

Communications, Media & Technology



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, so 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 are 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') Hosted OSS/BSS Connected Devices Management (HOBS CDM) Suite consolidates various siloed products; such as for activation, provisioning, configuration, performance, fault detection, and remote troubleshooting. Our solution substantially improves telecom network performance by delivering services quickly and managing operations effectively.

Overview

Even though most CSPs have invested heavily in 'smart' IP devices, few make use of the network communication technology effectively. Devices purchased from different original equipment manufacturers usually require their own set of monitoring and configuration tools, which may not necessarily fit in with other network elements. 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 already growing service portfolios. Such complexities can compromise the performance of telecom networks, leading to subpar customer experience. Additionally, the lack of a centralized platform makes data analytics challenging, and reduces organizations' visibility into services and network infrastructure.

TCS' HOBS CDM Suite simplifies CSPs' information technology (IT) 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 departments. 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 a common database, enabling effective analytics and informed decision making.

Benefits

CSPs and media operators can gain from the following benefits from TCS' HOBS CDM Suite:



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

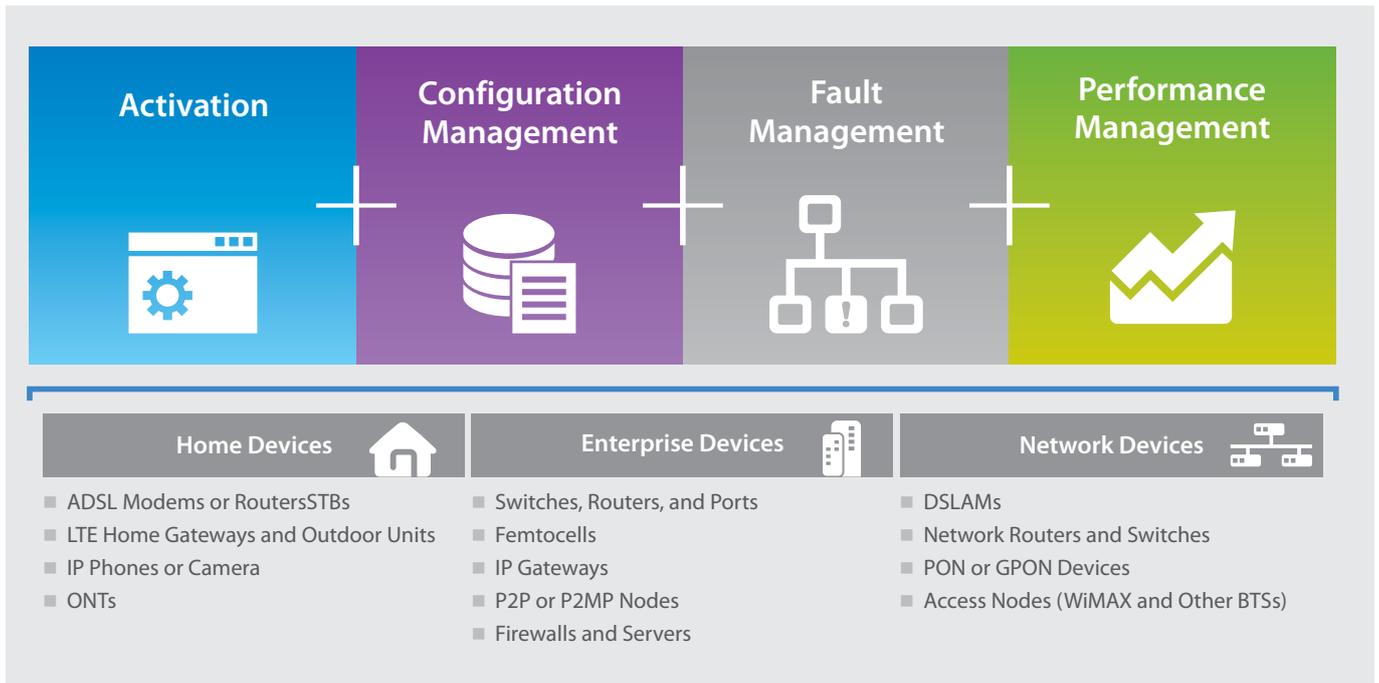
Our Solution

TCS' pre-integrated HOBS CDM Suite brings a holistic view to management across network, enterprise, home devices, and sensors (IoT) and eliminates the need for human intervention in routine processes. The multitenant and cloud-based offering is embedded with a common user interface applicable to various departments across the organization. HOBS CDM provides multi-technology and multi-vendor support capabilities based on SNMP, Telnet, SSH, HTTP, HTTPS, and Broadband Forum TR-family standards.

Our product suite comprises:

- **CDM Network Configuration Management:** Centralized configuration management and auditing, baseline configuration, diagnostics, and restoration
- **CDM Service Activation:** Service to technical order orchestration, bulk resource activation or deactivation, rollback, and prioritization
- **CDM Fault Management:** Focused fault handling and monitoring, rules engine and filters, geo view, and real time and dynamic dashboards and alarms.
- **CDM Performance Management:** Network performance monitoring, server performance, KPIs monitoring and breach, device statistics, and geo view
- **CDM Home Devices Management:** Device provisioning, remote diagnostics, customer service agent's empowerment, and reactive and proactive monitoring

An overview of TCS' Hosted OSS/BSS Connected Devices Management Suite



The TCS Advantage

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

- **Unified platform:** We offer a single platform for activation, configuration, fault, performance, and home device management across networks, enterprises, homes, and IoT devices.
- **Decentralized control with centralized management:** HOBS CDM 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.

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



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 allow for faster time to market



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

Awards & Recognition



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Email: global.cmi@tcs.com

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