



## Convergent Telecom Operations Services

### Control costs and improve operational efficiencies to seize new opportunities for revenue growth with help from Dell Services.

To be competitive, mobility solutions providers must quickly roll out consumer-friendly products that give users access to data at any time and in virtually any place they want it. Dell understands these providers' unique challenges. From user interfaces and middleware to mobile platforms and devices, we help device manufacturers, service providers, and content providers meet the evolving needs of customers in today's fast-changing mobile world.

Deregulation, competition, and mergers and acquisitions have created both opportunities and challenges for the telecom and internet service provider communities. While market evolution has expanded the opportunities to generate revenue, new services demand new delivery mechanisms ranging from infrastructure and environment to business support systems (BSS) and operations support systems (OSS). Telecom service providers are seeking standardized approaches to managing IT resources to help control costs, streamline and improve service delivery, and gain competitive advantage.

Through deep industry and technical expertise, a broad range of services, and cost-effective global delivery, Dell helps service providers optimize operational efficiency and improve service delivery while maximizing the return on their technology investments. Our global, on-site / offshore model optimizes resource rationalization and maximizes cost benefits, while our SEI CMM Level 5 quality process framework ensures that world-class solutions are delivered on time and within budget.

Our solutions cover the entire range of operations processes that comprise the FAB process groupings:

- Fulfillment solutions provide a clearer vision of products and order status to accelerate service order cycles and improve customer service.

- Assurance solutions help predict and avoid faults, reduce service outages, and restore service more quickly in the event of an outage.
- Billing solutions are designed to create synergies between business needs and technology to reduce costs, boost efficiencies, and improve customer service.

### A success story in application integration

Our customer, one of the largest GSM service providers in Europe and South America with 40 million subscribers, had accumulated numerous OSS / BSS applications that were disparate and unable to communicate with each other, creating obstacles in the data flow through the application chain. Both back-office functions and customer service were affected, as it was difficult to extract information from multiple systems to serve a single subscriber request.

Dell Services analyzed the existing systems and business processes and suggested an application integration framework and roadmap, with the objective of integrating all key applications used by the customer interaction center toward a single window view and reducing turnaround time by 80 percent. The framework specified a standard methodology for adding and removing applications on demand, and the roadmap specified the path for the enterprise-wide rollout.

Dell used well-defined process engineering methodologies and integration methodologies in tandem to ensure that the solution was not only technically superior but also met the customer's specific business needs. The global on-site /offshore delivery model provided significant cost benefits, while proven project management methodologies ensured that the solution was delivered on time and within budget.

Dell Services designs, develops, and delivers world-class solutions for telecommunications service providers through our proven global delivery model. Our experience and expertise as a leading technology and systems integrator can help you achieve measurable results — and maximum value — from your technology investments.

### Convergent Telecom Operations Services

- Fulfillment
  - » Order management
  - » Service design
  - » Service composition
  - » Service activation
  - » CRM
- Assurance
  - » Data collection
  - » Normalization, correlation
  - » Performance management
  - » Workflow management
  - » Trouble ticketing and CRM
  - » Quality of service and SLA management
- Billing
  - » Billing functions
  - » Mediation
  - » Rating, discounting, and invoicing
  - » Revenue assurance, fraud management
  - » Interconnect, EBPP

### Benefits

- Deep industry and technical expertise to support you
- One Stop Shop: Inception – Implementation – Integration - Maintenance, all under one roof
- We help ISVs grow by leveraging our past experience working with top TSPs and vice versa
- Consultative assistance to bid for strategic RFPs and RFIs
- Sensitive to security and IPR-related concerns
- Robust and repeatable processes
- Faster time to market
- Ability to forecast on predictable ROI
- Priority-based, "on-demand" resources

For more information about any of our service offerings, please contact your Dell representative or visit [dell.com/services](http://dell.com/services).

### At A Glance

Through deep industry expertise, an extensive portfolio of services, and cost-effective global delivery, Dell Services provides convergent telecom operations services that help telecom service providers solve specific business challenges and enhance their competitive position.

We help our customers improve processes for bringing products and services to market, resulting in lower operational costs, higher revenues, improved responsiveness to market demands, and greater market share.

Our proven methodologies, best practices, and stringent quality management systems ensure world-class quality and reliability. And by leveraging our global delivery capabilities, we ensure that solutions are delivered on time and within budget.

Dell Convergent Telecom Operations Services include:

- A full range of fulfillment, assurance, and billing (FAB) services
- GSM, GPRS, 3G, PSTN, ADSL, satellite, internet, and content services adhering to TOM, ITIL, and TL 9000 standards
- Business and technology consulting