

NetCracker is the leading global solution company enabling Communications Service Providers (CSPs) to deliver rapidly and manage effectively convergent and content-rich services. Service and resource management are delivered through its software, professional services, and implementation expertise.

NetCracker's portfolio delivers value by Accelerating Business Transformation™. Its benefits include rapid service introduction, operational excellence, and a better understanding of the customer experience. NetCracker takes a solutions approach to end-to-end business transformation as well as customer, service, and resource management.

Our software-centric solutions focusing on Telecom Operations and Management Systems (TOMS) enable CSPs to implement rapidly and cost effectively, content-rich services and to significantly improve the customer experience. Our solutions cover all facets of transformation projects from planning to implementation and support, and form the basis of NetCracker's comprehensive services portfolio, from consulting and turnkey delivery, to operations and maintenance, managed services, and outsourcing.

Company Highlights

Headquartered outside of Boston in Waltham, MA, NetCracker is a global provider of Telecom Operations and Management Systems and Solutions with offices in Europe, North America, Japan, and Australia.

In 2008, following 15 years of independent, profitable growth, NetCracker Technology was acquired by NEC Corporation. The merger brought together the best in Business Support Software and infrastructure innovation. Following the acquisition, NetCracker initiated a large-scale business expansion in 2010 whereby its parent company consolidated its Telecom Operations and Management Systems (TOMS) software and services business under NetCracker. The assets included innovative applications and service platforms, including customer and service management, network management, as well as NEC's comprehensive portfolio of TOMS-associated services.

NetCracker serves a diverse customer base, including CSPs, Fortune 1000 companies, and the U.S. government. We have several dozen customers worldwide including DISA, du, France Telecom group, Intelsat, Maxis, MGTS, Mobinil, MTS, NTT Comm, NTT DoCoMo, Shaw, Sprint, Swisscom, Telecom New Zealand, Telstra, TELUS, TW Telecom, UPC Broadband, U.S. Army, Videotron, VimpelCom Group, WIND Hellas, and others.

NetCracker's Value Proposition

NetCracker differentiates itself by focusing on the customer's success, taking a business-centered view and a solutions approach.

Today's communications world is highly complex — demanding rapid delivery of custom services over a multitude of Network and IT infrastructures.



"NetCracker has been recognized for successfully using TM Forum standards in its business transformation implementations to help operators achieve improved operational efficiency and profitability."

Martin Creaner, TM Forum President

NetCracker brings order to this complexity through flexible and powerful software-centric solutions and professional services. We provide end-to-end transformation solutions coupled with a variety of professional services, including consulting, turnkey delivery, operations support and maintenance, and managed services, to Tier 1 customers worldwide.

Our holistic approach allows the systematic analysis of customer problems, whether related to service or network issues. The result is faster service delivery at reduced cost, the ability to provide any service over any network, and increased customer satisfaction.

NetCracker offers CSPs a comprehensive solution configured to meet their specific needs. The solution provides:

- **Customer Focus:** NetCracker focuses strongly on the customer and the customer's success. We collaborate closely with our customers and partners, taking accountability for successful system implementation.
- **Holistic View:** NetCracker takes an end-to-end, business-centric view of the customer's operations needs rather than a technology or single process view.
- **Broad and Mature Product Suite:** NetCracker's feature-rich products are deployed by Tier 1 carriers worldwide. The product suite combines rich out-of-the-box functionality with powerful flexibility and covers the mission-critical area of Telecom Operations and Management Systems and Services.
- **Leading Technology:** NetCracker products are built on an open, n-tier architecture based on J2EE standards. On each tier, powerful applications ensure scalability and smooth integration.
- **Solution Approach:** NetCracker works with its customers to understand their unique business challenges and to identify the most appropriate solution and implementation strategy. Our global solution delivery teams — unrivaled experts in telecom and NetCracker's product suite — configure and deploy the software to meet customer needs and provide training to ensure successful adoption.

Accelerating Delivery of Next Generation Services

CSPs around the world are vying to deliver the latest content-rich, converged services such as IPTV, Triple Play, and 3G. And for good reason — these services offer significant revenue opportunities, competitive differentiation, and long-term growth potential.

To this end, CSPs have invested heavily in their business transformation over the last few years. They have capped legacy networks and implemented IP-based core networks, multi-service edge, and broadband access. They have also deployed a new generation of customer-facing systems.

Using its deep telecom expertise and extensive, time-proven, standards-based product and service portfolio, NetCracker has helped companies around the world evolve and transform their business, accelerate the order-to-cash cycle, and create the foundation for delivering and managing revenue-generating services.

Accelerating Business Transformation™

To counter the challenges thrown out by the changing industry structure, CSPs need to undertake a fundamental business transformation that enables them to leverage technology innovations, react promptly to the changing market landscape, and stay ahead of the evolution in customer preferences.

NetCracker delivers business transformation TOMS-based solutions that draw on innovations in B\OSS, service delivery, device management, and Network



“NetCracker's solutions have allowed us to bring services to market more rapidly through streamlined processes, best practices, and improved efficiencies. NetCracker's domain and technology expertise, their process-based rapid development environment, and their ability to deliver as committed have enabled us to meet our evolving — and evermore demanding — customer needs.”

Kathy Walker, Chief Network Officer, **Sprint**

and IT Management and also offers a comprehensive portfolio of professional services. NetCracker's exceptional solutions, services, and domain expertise help CSPs undertake successful business transformation and enable them to:

- Accelerate the delivery of converged services to any device over any network, generate new revenue and markets, and create new content-rich services while reducing their time-to-market
- Achieve operational efficiency and profitability through the rapid monetization of new services and reduction in CapEx
- Improve the customer experience through real-time customer information, preferences, and order status tracking
- Streamline product and service development, and be on the front line of industry trend setting
- Focus on core business as NetCracker manages their systems and operations through outsourcing or managed services