

COMPLETE SYSTEMS INTEGRATION, MANAGED SERVICES, AND BUSINESS PROCESS OUTSOURCING

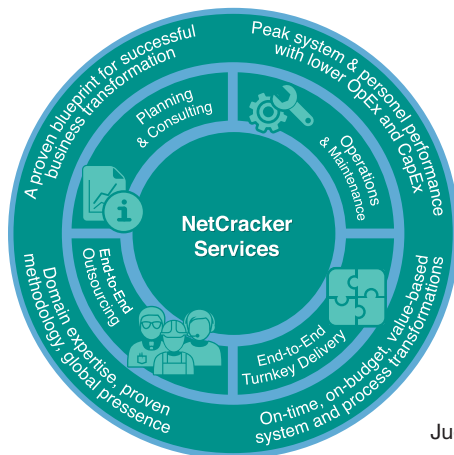
## SERVICES OVERVIEW

### BUSINESS CHALLENGE

The Communications Industry is going through a period of significant, fundamental change as a result of consolidations, the introduction of next-generation networks, the demand for new, convergent services, the need for shorter time-to-market, as well as intense competitive pressure. As a result, each project a Communications Service Provider (CSP) undertakes is becoming more complex because it is likely to require a comprehensive business transformation. This, in turn, requires careful end-to-end planning and management, transformational expertise, and best practices that are not typically available in-house or from generic Systems Integrators (SIs).

In this environment, CSPs must be able to access a comprehensive set of services, including an initial analysis of short- to mid-range business needs, a comprehensive business case and program roadmap, actual implementation, and finally, operations and maintenance — together with the option to have managed services or full end-to-end business process outsourcing.

NetCracker's response to this need is its "Solutions Triangle" that includes Systems Integration Services, TOMS (Telecom Operations and Management Solutions) Suite, and Telecom Expertise — all of which are critical to achieving CSPs' business objectives.



**Systems Integration Services:** NetCracker provides an experienced solution delivery team to help with all phases of TOMS projects from the initial analysis of business objectives, to defining the business case and multi-year program roadmap, to actual delivery of the program from end-to-end and top-to-bottom, to the successful operation and maintenance of the delivered solution.

*"We are relying on NetCracker's solution and services capabilities to ensure the smooth migration from legacy systems to an automated and efficient environment that will enable us to realize the goal of delivering a new level of innovation, interaction, and customer service."*

Juergen Hardt, Senior VP, Next Generation OSS,  
Deutsche Telekom AG

**TOMS Product Offering:** NetCracker's software-centric product offerings focusing on Telecom Operations and Management Solutions enable CSPs to implement content-rich services rapidly and cost effectively 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 and outsourcing.

**Telecom Expertise:** NetCracker provides a team of subject matter experts who have deep expertise in telecommunications, network and IT, service provider business environments, business processes, systems integration and data migration, service platforms, network and service management, and program management and governance.

## DETAILS

NetCracker combines global reach and innovative solutions with professionals who have deep experience in critical aspects of next-generation systems integration and managed services to help customers achieve smooth, effective transformations and revenue gains, coupled with market expansion and leadership. As a CMMI-certified services organization, NetCracker fully believes in utilizing proven methodologies to ensure on-time, on-budget program execution. NetCracker's main service offering areas include:

### PLANNING & CONSULTING

**Planning & Consulting** is designed to help CSPs build compelling business cases and effective implementation roadmaps, and covers:

- Initial needs assessment
- Business case development
- Business optimization services

### OPERATIONS & MAINTENANCE

**Operations & Maintenance** ensures that solutions run at top efficiency and deliver maximum benefits, and includes:

- Operations
- Support
- Maintenance

### END-TO-END TURNKEY DELIVERY

**End-to-End Turnkey Delivery** ensures trouble-free solution implementation and deployment as well as minimized implementation risks, and includes:

- Solution implementation
- Program governance (PMO)
- Solution deployment

### END-TO-END OUTSOURCING

**End-to-End Outsourcing** provides managed services for CSPs willing to contract out part or all of their network and IT, and includes:

- Selective outsourcing
- Full IT outsourcing
- Business process outsourcing

## BUSINESS BENEFITS

**NetCracker's end-to-end professional services offering, based on the company's multi-year product development and solution implementation expertise, as well as its deep domain knowledge, provides:**

- Enhanced operational excellence through professionally managed business transformation including:
  - B/OSS strategy consulting
  - Reference architecture definition
  - Adaptive best practices for business case development
- Full control and transparency over all solution delivery activities through:
  - Facilitated business transformation and minimized operations impact during deployment
  - Multi-year B/OSS solution implementation experience
  - Proven, CMMI-certified professional service delivery methodology
- Ensured service continuity, scalability, and reliability and excellent B/OSS delivery through:
  - One point of contact across all delivery branches
  - Full scope of operations support and readiness services
  - Streamlined issue handling and product upgrade procedures
- Successful and effective use of B/OSS for running business processes through:
  - Enhanced operational efficiency and professionalism
  - Decreased TCO and maximized ROI
  - Greater flexibility in adapting businesses to market and technology growth