

UNMATCHED TRACK RECORD FOR ON-TIME, ON-BUDGET,  
VALUE-BASED SYSTEM AND PROCESS TRANSFORMATIONS

## END-TO-END TURNKEY DELIVERY

### BUSINESS CHALLENGE

Delivery projects are becoming more and more complex because they frequently include the orchestration of multi-vendor, multi-system implementations and integrations, massive data migrations, business process re-engineering, program governance for on-time and on-budget delivery, as well as the design, build, and deployment of the complex supporting hardware and software infrastructure needed to run the systems.

The variety of skills and experience required for such activities is rarely available in-house or from typical Systems Integrators (SIs) that either focus on building networks or maintaining existing IT systems. Plus,

doing all of the above internally complicates overall management processes and requires senior management involvement (which takes attention away from critical areas such as sales, strategy, and maintaining the quality of service and customer experience).

Even programs that, at first, seem to consist of small projects, typically turn out to be highly interdependent parts of a large-scale transformational initiative. To succeed, such programs require effective governance from a Program Management Office (PMO) that is focused, among other things, on program management, risk management, timely escalations, and proper financial control. For such PMO initiatives and overall program success, deep involvement, cooperation, and supervision are required from both the customer's and the supplier's executive management.

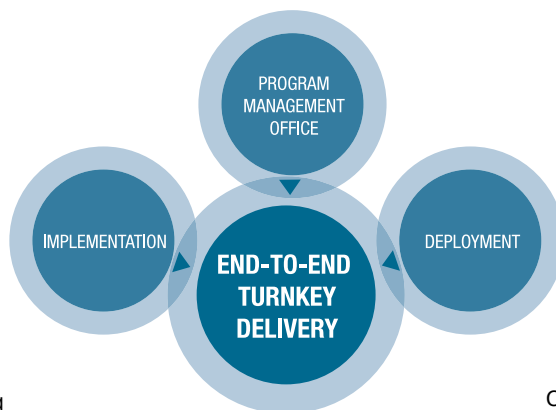
Finally, implementing a solution tailored to meet a customer's specific functional and integration requirements is only a part of the road to success. For a system to deliver value in production, data needs to be migrated from legacy sources, hardware infrastructure needs to be put in place, and the solution needs to be tested and fine-tuned to withstand peak

usage times and to provide the availability levels expected for mission-critical B/OSS applications.

To minimize implementation risks and successfully deliver complex programs on time and on budget, service providers need to obtain a

comprehensive set of services — that range from requirements analysis to solution design, build, and deployment, and also include overall program governance — from a single source.

NetCracker's CMMI Level 5 certified Services Organization offers this capability to the market place. NetCracker has vast experience and an unparalleled record of success delivering end-to-end programs and projects of all sizes from transformational Tier 1 clients to medium and small greenfields. This track record is the result of NetCracker's full commitment to utilizing proven methodologies to ensure on-time, on-budget program delivery.



*"We chose NetCracker because of the rich capabilities and flexibility of their product suite coupled with the domain knowledge and experience of their Service Delivery team. NetCracker's successful worldwide deployments assure us that their mature and tested solutions will provide the scalability and productivity we require today and in the future."*

Sid Blackwelder,  
Chief Executive of Information Systems,  
Horry Telephone Cooperative

## DETAILS

NetCracker provides an experienced solution delivery team to help with all phases of TOMS (Telecommunications Operations and Management Solutions) projects from the initial analysis of business objectives, to defining the business case and a multi-year program roadmap, to the actual end-to-end, top-to-bottom program delivery, and to successful operations and maintenance of the delivered solution.

NetCracker defines Implementation as an implementation project or several projects organized into larger programs. The scope of each project is defined at the initial implementation stage and is detailed in the Statement of Work document (SOW). The order of tasks to be completed during the project is defined in accordance with standard project stages. NetCracker initiates and advocates effective governance of business transformation programs. We believe that implementation program success cannot be sustained without deep involvement and supervision of the client's and NetCracker's executive management.

NetCracker's End-to-End Turnkey Delivery covers the core areas of Implementation, Program Governance (PMO), and Deployment:

### IMPLEMENTATION

**Implementation** focuses on the analysis, design, build, and test of solutions, and includes a variety of services and activities covering the end-to-end scope of:

- Requirements analysis
- Solution design
- Solution configuration and build
- Solution integration and testing
- Personnel training
- End-to-end testing/UAT
- User acceptance testing support

### PROGRAM MANAGEMENT OFFICE

**Program Management Office (PMO)** focuses on overall program execution and governance, and is responsible and accountable for:

- Project and program management
- Risk mitigation
- Financial management and control
- Vendor relationship management
- Workforce management
- Knowledge management
- Change request management

### DEPLOYMENT

**Deployment** focuses on the activities needed to successfully bring fully developed solutions into live production. The most significant activities covered in this functional area include:

- HW/SW infrastructure design and deployment
- End-to-end data migration (ETL—extraction/transformation/loading)
- Stress volume testing (SVT)
- Solution tuning and optimization

## BUSINESS BENEFITS

### NetCracker's end-to-end solution delivery provides for:

- Effective management of third-party suppliers and service providers by the NetCracker team
- Full control and transparency over all solution delivery activities
- Minimal impact on ongoing operations during deployment
- Single point of contact across all delivery branches
- On-time and on-budget delivery of complex transformational B/OSS projects and programs
- Production-ready, scalable, stable solution with cleansed, up-to-date data

### NetCracker's End-to-End Turnkey Delivery offering helps CSPs facilitate business transformations and minimize operational impact during deployment through our:

- Multi-year history of relevant professional experience
- 100% successful track record for B/OSS projects
- Deep domain expertise
- Responsibility and accountability
- Proven and certified CMMI Level 5 methodology