

Support & Maintenance, Managed Services & End-to-End Outsourcing

Maximize business efficiency with domain expertise from a proven partner

In the modern communications industry, continuous market disruption makes it difficult for service providers to adapt their strategic plans accordingly.

Service provider innovation is often impeded by a lack of necessary skills and insufficient funds. As a result, service providers look for experienced partners who are capable of addressing critical business challenges.

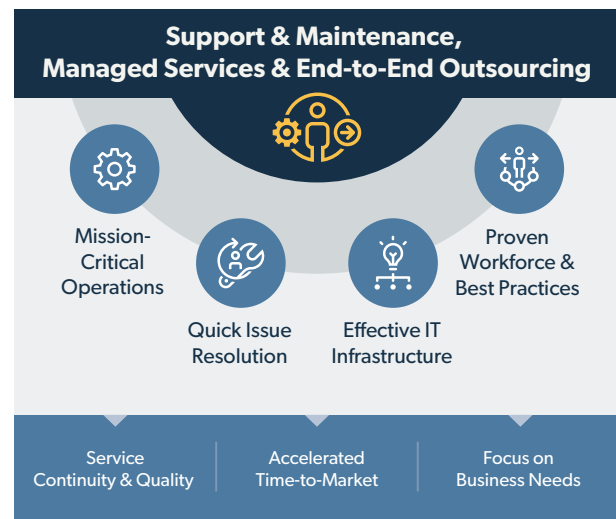
“With the combination of innovative solutions, a robust roadmap, managed services and expertise in handling complex business transformations, we are confident that our partnership with Netcracker will deliver the right outcomes which will enhance our customer experience leadership position.”

– GCI

The first challenge is leveraging new opportunities to expand their businesses while minimizing the level of risk. While searching for reliable and innovative ways to drive business growth, service providers are inevitably trying to adopt cloud technologies. Fully aware of the cloud’s potential, service providers seek partners who will help them expand and manage their cloud presence to keep up with the rapid pace of digital business.

Trend-setting OTT and other digital players have enjoyed massive success through innovative, customer-centric offerings. They embrace new technology-based solutions that benefit from sophisticated ecosystems of hardware and software infrastructure. However, this type of service model can often lead to a lack of resources available to attend to other

shifting aspects of business. A proven digital partner accepts complete responsibility for ongoing operations, allowing service providers to focus on core business activities and innovation.



Service providers are emerging at all levels of the value chain. Some face volume or margins that don’t justify the full outsourcing of a large-scale solution. These service providers benefit from partners who deliver maintenance and support activities that help reduce churn and enable exceptional customer experience.

Netcracker’s Support & Maintenance, Managed Services & End-to-End Outsourcing services provide a holistic approach to addressing service providers’ challenges at any scale and in any transformation stage.

Details

Netcracker can support end-to-end solutions built on third-party products as well as its own. The Support & Maintenance, Managed Services & End-to-End Outsourcing services enable multiple business functions and processes to be outsourced, while providing efficient management capabilities—based on industry best practices—for infrastructure and workforce. While ensuring service continuity, scalability and reliability, Netcracker delivers expertise and resources to help service providers transform into truly agile digital businesses.

Netcracker's Support & Maintenance, Managed Services & End-to-End Outsourcing service offering includes Operations, Support & Maintenance, IT & Application Outsourcing and Business Process Outsourcing components.

Operations

Operations services ensure that service providers are using solutions effectively on a day-to-day basis. It includes Application Operations, Capacity & Security Compliance Management, Release & Configuration Management, Security & Compliance Management, Infrastructure Management and Operations Control Center components.

IT & Application Outsourcing

IT & Application Outsourcing services focus on the complete scope of applications and IT activities across service providers' entire infrastructure. It includes IT Strategy & Architecture Deployment, Infrastructure Planning & Management, System Analysis & Performance Optimization, Application Management, Knowledge Management and Third-Party HW/SW Maintenance capabilities.

Support & Maintenance

Support & Maintenance services allocate resources that enable operations personnel to resolve issues quickly. It tunes, upgrades and applies the latest security patches to service providers' solutions and includes Helpdesk Support, Preventive Maintenance, L3/L4 Solution & Product Support, Incident & Problem Management, Facilities Management and Application Enhancements & Product Upgrade components.

Business Process Outsourcing

Business Process Outsourcing services focus on the end-to-end management of business functions and processes. Its components include Customer Engagement, Billing & Revenue Management, Product Lifecycle Management, Fulfillment, Assurance and Infrastructure Lifecycle Management.

Benefits

Netcracker's Support & Maintenance, Managed Services & End-to-End Outsourcing offering allows service providers to:

- ▶ Guarantee service continuity and quality with operational readiness across all infrastructure layers.
- ▶ Shift focus and effort from ongoing operations to innovation and core business needs.
- ▶ Accelerate time-to-market and improve customer experience.
- ▶ Offer a scalable, pay-as-you-go model.

