

Netcracker Professional Services Overview

Industry-leading transformation services to optimize business processes, accelerate solution delivery and guarantee operational excellence

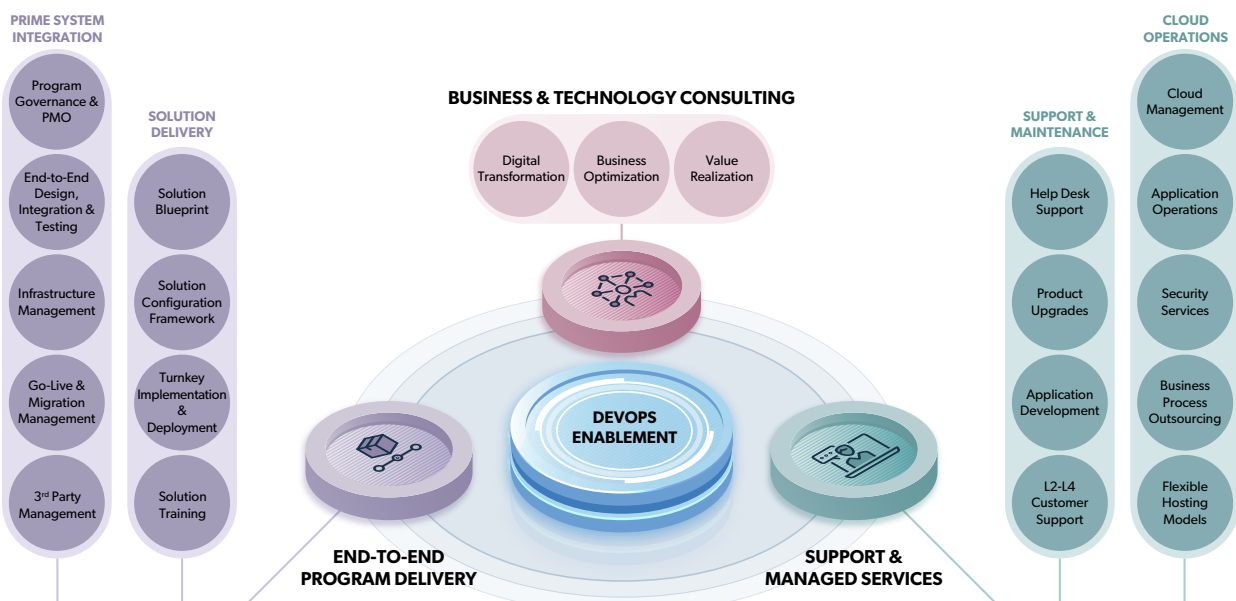
Competitive pressures from OTT, digital and other players are forcing service providers to transform their operations. With escalating customer expectations and aggressive M&A initiatives disrupting the telco market, maintaining the status quo is not a short-term option. Service providers must adapt their long-term strategies, harness new technologies and tap into new business streams to stay competitive. Achieving the correct business outcome requires a trusted partner with extensive experience in planning and executing end-to-end transformation programs and, more importantly, delivering tangible business benefits.

Netcracker's Professional Services team possesses the skillset necessary to help service providers revamp their businesses to get a competitive edge. This strong track record of transformation excellence is based on delivering expectation-based outcomes for our customers over the past three decades.

Netcracker's team of subject matter experts help prioritize business requirements, define the most suitable market strategy and develop a comprehensive roadmap based on value-driven objectives, ensuring any business case can be aligned around an accurate project investment. Netcracker's Professional Services teams take full accountability for end-to-end program management to streamline successful execution and outcome and leverage time-proven methodologies, best practices and tools to maximize future solution efficiency, including business case calculation, business process optimization, sandbox-based target solution visualization, Blueprint solution design, analytics-driven post-product support and operations and business outcome realization.

"Our partnership expansion with Netcracker will allow us to streamline operations and improve efficiency. Leveraging Netcracker's knowledge and expertise helps us further automate our processes to efficiently connect our customers to the products they want and need."

Alex Kislik, Vice President of Business Management Applications at Shaw Communications



Details

Netcracker combines its global reach and innovative solutions with deep domain expertise to guide service providers through critical aspects of business and operational transformations. As a CMMI Level-5 services organization, Netcracker believes in utilizing proven methodologies to ensure on-time and on-budget program execution. Netcracker's portfolio of Professional Services includes:

Business & Technology Consulting

Business & Technology Consulting services are designed to help service providers set clear business goals and define overall strategic direction to yield maximum value from digital transformation.

- Rationalization of business transformation strategies, which includes familiarization with new business models to address market demand.
- Cultural and organizational changes to gain competitive momentum.
- Optimal IT environment selection to reduce costs and optimization of business processes to improve customer experience.

Support & Managed Services

Support & Managed Services provide a variety of flexible post-production partnership models.

- Diverse hosting options to reduce OpEx, enable enterprise-grade security and guaranteed cost predictability.
- 24/7 system monitoring on both application and infrastructure levels to ensure uninterrupted continuity
- End-to-end management of select business processes to improve application usage efficiency.

End-to-End Program Delivery

End-to-End Program Delivery services enable multi-vendor program governance and flexible business-centric solution deployment.

- End-to-end orchestration of program deployment in multi-party environments.
- Outcome-based solution design, build, test and implementation services.
- Agile and DevOps practices to improve collaboration and accelerate development timeframes.

DevOps Enablement

DevOps Enablement services provide guidance and direction towards a new operating model and unifies the business, development and operational teams.

- CI/CT/CD automation tools for continuous development of product-level enhancements.
- DevOps training and business-driven DevOps environment set-up.
- Collaborative development capabilities to accelerate outcomes.

Benefits

Netcracker's comprehensive portfolio of Professional Services enables customers to:

- Outline essential business outcomes and adjust the course of digital transformation accordingly.
- Prepare the organization for a seamless transition to a new business model by refining internal structures and optimizing business processes.
- Ensure rapid solution deployment by choosing the right delivery model bound by strong program governance.
- Leverage diverse hosting models for a seamless shift to a new cloud environment, ensuring scale and rigid security standards are met or exceeded.
- Successfully adopt a DevOps model for faster introduction of solution enhancements produced in a feedback-driven collaborative environment.
- Increase operational effectiveness and reduce costs with reliable business process and IT outsourcing services.