

# eSIM

Tapping the eSIM  
opportunity with  
the Amdocs eSIM cloud

**a** amdocs  
**make it  
amazing**





## Why should you care about eSIM?



Leading research firms have predicted eSIM technology will be embedded in **three billion devices by 2024.**



So, it's not surprise that among service providers around the world, the consensus is that **eSIM will replace the physical SIM**, and this technology represents a great business **opportunity.**



## The clear and immediate benefits of eSIM to service providers



### More business

- **A variety of new connected devices -** eSIM is driving device manufacturers to embed cellular technology while maintaining small, rigidized products.
- **New B2B engagement** models between IoT service providers and CSP's.
- **New digital sales channels** will drive more occasional users, such as roamers who are booking hotels and car rentals, etc.
- **More connections for enterprise employees -** eSIM will drive more companies to use cellular-based connected laptops and tablets.
- **Protection of the roaming business** by offering attractive local prices with zero registration effort.
- **New commercial bundles** aggregating consumer electronics devices and blocking the misuse of profiles among devices.



### Cost reduction

- **Fewer POS representatives required -** where the end user can benefit from eSIM-enabled self-activation.
- **Savings on logistics -** no more manufacturing and shipments to the POS.
- **Saving on delivery costs -** by eliminating the need for physical delivery of SIM cards to end users.



### Enhanced brand perception

- **Modern digital company -** with a true end-to-end, instant experience.
- **Modernized technology company** with a wide offering of connected devices and digital services.
- **Partnerships with OEM's** and OTTs increases attractiveness.





## The eSIM challenge

- **Lack of standarts** creates many proprietry protocols and approaches.
- **Cost, risk, and time to onboard** new device types.
- **Impact on the excisting BSS/OSS** bakend.
- **Enabling a simple, unfiled customer experience** across devices and channels.
- **Supporting plastic-like SIM actions** such as profile transfer and device upgrade.
- **Enabling eSIM for all LOBs and segments** such as consumer.
- **Managing end-to-end process control** with proper error handling and self-healing.
- **Contorlling TCO** for all stages.
- **Enabling a low-risk** commercial path with SaaS and PAYG models.

## Overcome the eSIM challenge

Amdocs overcomes the associated challenges with a sloution that offers the following:

01

**A holistic, turnkey solution** for everything from the device to CSRs.

02

**Native integration** to device OEMs and eSIM database vendors.

03

**Support for dozens of business processes** with a focus on the exeperience.

04

**Minimizing the impact on the BSS.**

05

**Fully functional entitlements server** for eSIM and non-eSIM devices.

06

**Backed by partnerships** with the leading device OEMs (Apple, Microsoft, Google, Samsung, and Lenovo) and SMDP+ providers (Gamalto, G+D, and Valid).

07

**A strong commitment** to delivering successfully and on time, everytime.

08

**Furure ready** with a commitment to support all future eSIM devices.

09

**A simple and transparent** SaaS business model with no surprises.

10

**A quick time-to-market** at 5-8 weeks to launch.

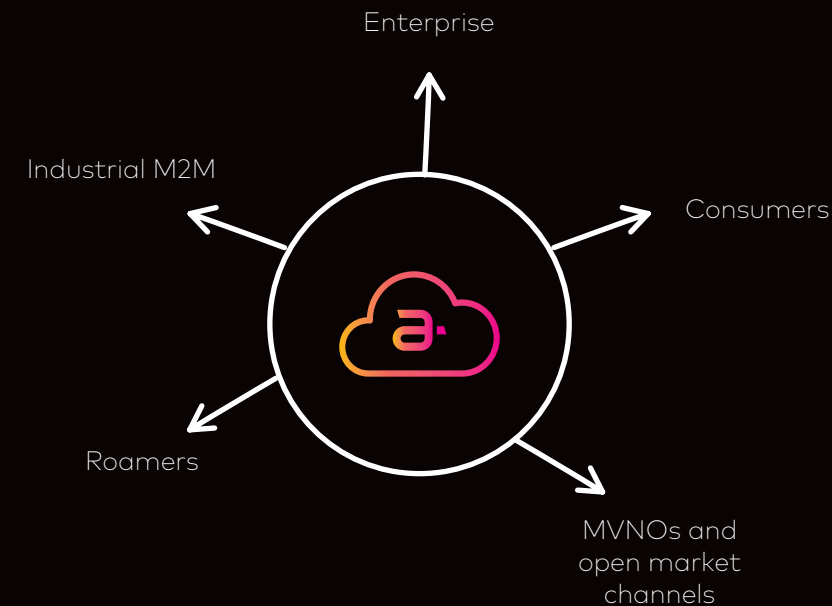
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**Backed by worldwide expertise** in managing digital journyes.

12

**Field proven**, having been selected by more than 13 CSPs around the world.

## What do we provide?



- **A cloud based** or on-premise solution.
- **Full entitlement server**, business processes orchestrator, CSR screens, and carrier APP.
- **Comprehensive eSIM lifecycle**, error handling and self-healing.
- **Support for all available devices**
  - A. Apple and Samsung watches.
  - B. Microsoft devices.
  - C. All smartphones IOS and Android versions.
- **All activation methods**
  - A. Digital QR code.
  - B. Entitlement server.
  - C. Carrier/MNO app.
  - D. Discovery server.
- **IMS services (rich communication services-RCS)**
  - A. VoWiFi /VoLTE
  - B. Messaging
- **Vendor-specific services**
  - A. Apple Face Time, iMessage registration and iCloud
- **Integration to enterprise MDM/EMM**

## Industry recognition

**vivo**

Andre Kriger, CIO at Vivo

With Amdocs, we have launched **a best-in-class digital customer experience**. The pre-integration of the Amdocs solution means we do not need to make costly and time-consuming Vivo specific integrations per device and manufacturer type. In the longer term, we can therefore offer our customers the most advanced devices and experiences as they become available - translating into convenience for our customers and **long-term value for our business**".

### Customers



### Partners



**Amdocs eSIM Cloud wins Best IoT Initiative 2020 at Global Carrier Award**

**Amdocs has skyrocketed to the top of our judge's rankings** for its very impressive eSIM milestones. Our judges described the company's work as **'truly excellent, important and very significant for IoT – the holy grail of eSIM'**. layer



To learn more, go to:  
[www.amdocs.com/esim](http://www.amdocs.com/esim)  
or contact us

