

# Amdocs iPaaS - Case Study

Vodafone Germany



## Customer Challenges

- Lack of customer visibility over multiple stacks
- Limited sales capabilities, inability to sell bundles
- Ineffective Telesales channel
- Long TTM with high effort and cost
- Complex BSS core stacks



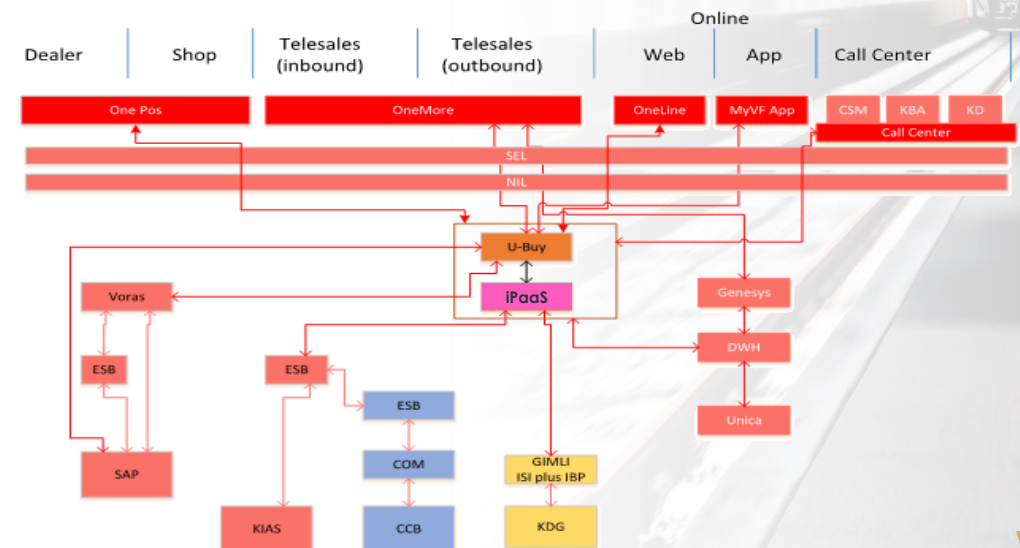
## Amdocs Solution

- Renewed Telesales with front-end, catalog and sales capabilities
- Customer link and 360° customer view across all LOBs and utilize and maintain them in sales and ordering
- Cross-channel, multi-play sales catalog with strong promotional, bundling and sales
- Central order channel, orchestration and tracking supporting automated fulfillment with manual intervention
- Technical middleware layer between the front- and back end systems (e.g. contract and customer management, billing...), for holistic management of all products and contracts in one system
- Product Mapping between Commercial and Legacy representation



## Achieved Business value

- Hides the complexity of existing BSS stacks on B2C front-end
- Full operational visibility over order status and order-flow
- Simplified work for sales reps enabling additional cross- and up-sell capabilities across the entire portfolio
- Campaigns also available for inbound services
- Decommissioning of legacy systems



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Charter Communications



## Customer Challenges

- Support Multiple Billers following M&As
- Unify several channels to a single call center solution
- Seamless adoptions of Markets
- Going quad play
- Support architecture change for gradual billers removal
- OSS – create an E2E circuit view, Correlate inventory to utilization



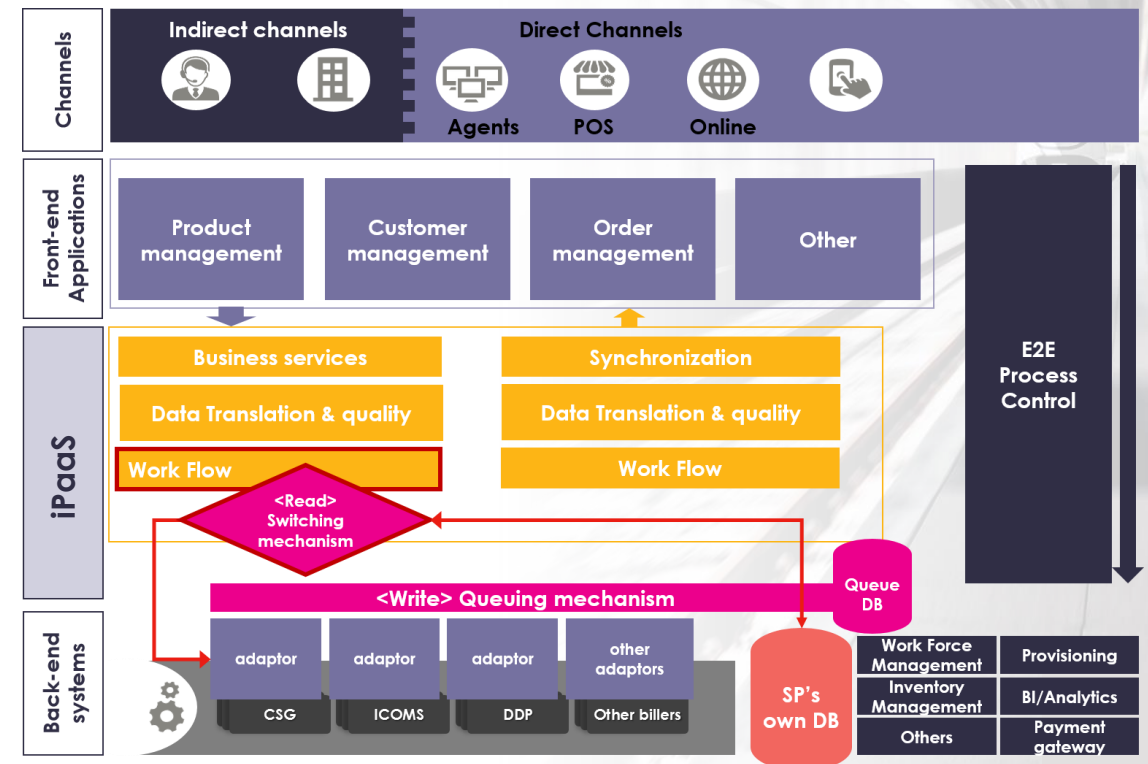
## Amdocs Solution

- Providing 120+ back-end services isolating consumers & channels in areas of:
  - Ordering for Cable industry
  - CRM
  - Retail
  - Sync
  - OSS Inventory and utilization
- Orchestrating work and integrating with 15+ downstream systems
- Platform for onboarding new channels, services/LOBs
- DevOps - Twice a week releases to production



## Achieved Business value

- Single view of customer
- Short TTM
- Reduced manual work/swivel chair
- Increased stability and always-on availability
- Support for upcoming M&A



# Amdocs iPaaS - Case Study

## T-Mobile / Sprint Merger



### Customer Challenges

- Migration on demand of Sprint subscribers to T-Mobile network
- Exposing Sprint's subscribers data to T-Mobile channels applications
- Reducing migration investments by reusing existing number portability processes



### Amdocs Solution

- Building an up-to-date Sprint subscribers repository (using ETL and CDC tools) to load data into the Amdocs iPaaS repository
- Establishing set of APIs to consume data by T-Mobile channels applications (e.g. verify customer, verify credit class, check port in eligibility)
- Providing ad hoc dashboards and reports to monitor the migration status
- Trigger Port In to TMO billing system, using Sprint customer and subscriber data.



### Achieved Business value

- Single view of customer
- Short TTM
- Reduced manual work

