



AMDOCS LEAD SI SERVICES

Business success through
seamless transformations

 amdocs
**make it
amazing**

TRANSFORMATION AS THE PATHWAY TO FUTURE GROWTH

In today's fast-evolving industry landscape, pressure to launch new services and embrace strategic partnerships has never been greater. Challenges include integrating legacy systems, ensuring security, managing partnerships, meeting customer expectations and balancing costs.

As your lead systems integrator, Amdocs navigates these complexities for you, seamlessly integrating systems, technologies, and teams with meticulous planning and efficient resource management.

Our deep industry expertise enables us to support you throughout your transformation journey, from digital and network changes and cloud migrations to IT updates and stack modernization.



PAVING THE WAY TO TRANSFORMATION SUCCESS

Successful transformation projects rely on three key factors:



Clear responsibility:

Establishing a single entity with a comprehensive grasp of the project's impact across different areas

Balancing interests:

Achieving harmony among diverse stakeholder interests

Continuous enhancement:

Implementing mechanisms for ongoing improvement and growth

Amdocs Lead SI Services streamline program execution in complex, multi-vendor landscapes, aligning with your business and program and KPIs to reduce risks and deliver value faster.

Program KPIs

Milestone oversight:

Ensure project milestones are met, and vendor deliveries stay on schedule

Risk management:

Efficiently address and resolve risks and issues, aiming for rapid resolution

Business readiness:

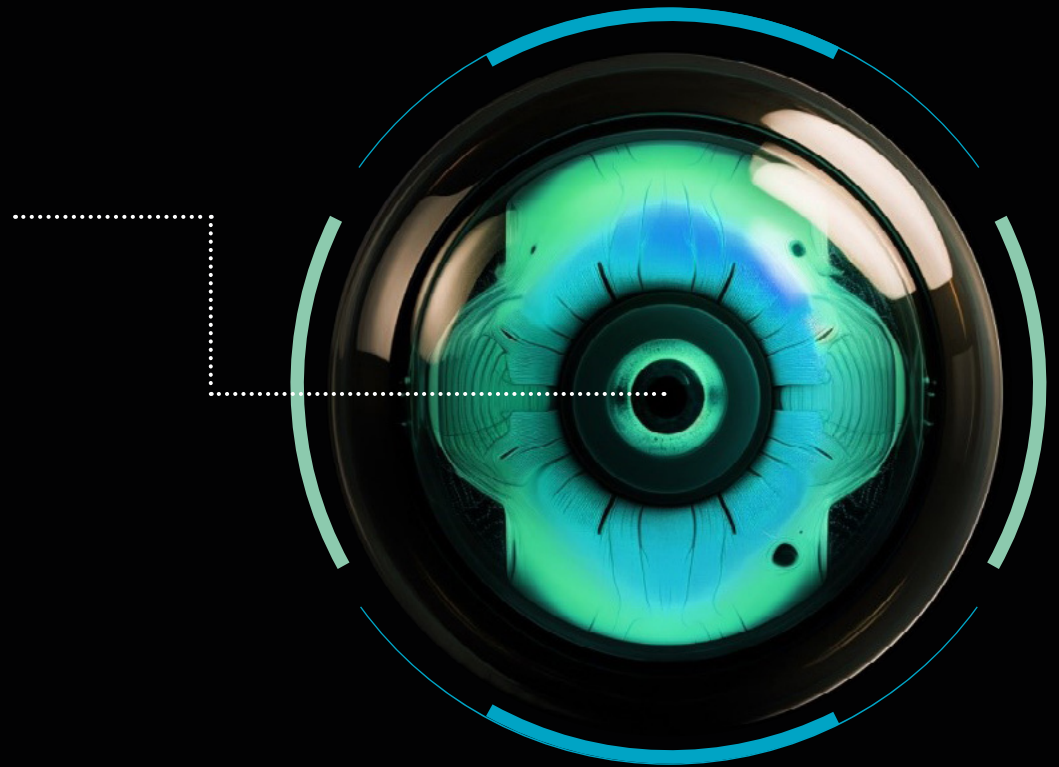
Enhance readiness through targeted training and deployment strategies

Migration success:

Measure success by the percentage of customers successfully migrated versus the target

Testing excellence:

Monitor testing pass rates, prioritize rapid issue resolution, and reduce mean time to resolve (MTTR) defects



Business KPIs

Customer experience:

Enhance digital adoption, automate customer interactions and reduce average handling time (AHT)

Operations & processes:

Benchmark ordering and provisioning times for efficiency

Revenue:

Decrease time to market (TTM) and onboarding duration while expanding multi-play bundle offerings



EMPOWERING TRANSFORMATION

Amdocs Lead SI Services offer comprehensive solutions and seamless management in complex telco settings. We deeply engage with your organization, understand your unique business needs, and collaborate on Minimum Viable Products (MVPs) for rapid concept validation. In multi-vendor projects, we ensure successful outcomes, averting issues like unclear roles, delays and budget overruns.

OUR SERVICES INCLUDE



Vendor management

- Unified coordination of execution, configuration and development across all project vendors
- Specialized methodology for seamless interaction among solution components, particularly in telco transformations



End-to-end testing management

- Extensive experience and robust testing methodology, supported by advanced automation
- Comprehensive readiness and testing task management, from strategy and planning to execution and reporting



Business and Operations Readiness

- Ensuring smooth integration between business operations and the technology platform
- Facilitating efficient adaptation of the system across users and business units to enhance operational efficiency and effectiveness



Migration management

- Strategic management of the end-to-end migration plan, leveraging extensive experience for a seamless transition
- Support for various migration methods, including batch, on-demand, opportunistic and API/order-based migrations



Portfolio program management office governance

- Leadership by certified professionals with deep technical expertise
- Commitment to high program management standards to minimize risks and ensure quality results
- Our governance team, acting as your main liaison, provides a comprehensive overview of program progress and strategic advice.



Solution management

- Clear definition of project scope and business requirements, including high-level architecture design, to ensure a strategic approach from start to finish
- End-to-end testing management
- Extensive experience and robust testing methodology, supported by advanced automation
- Comprehensive readiness and testing task management, from strategy and planning to execution and reporting

WHY AMDOCS?

As the industry leader, our experience in managing transformation projects across various scales and types is unparalleled. Our approach ensures smooth operations and reduces risk, with strategies tailored to meet each customer's unique needs, systems, technologies, and KPIs.

In a single year, we've achieved:

460+

deployments

90+

projects

30+

concurrently managing transformation projects

Key highlights:

Amdocs stands out in coordinating efforts across hundreds of experts in large-scale transformation projects, seamlessly managing multi-vendor and stakeholder complexities to align with project goals.

Deploying specialized teams with over 300 leading experts to cover all facets of projects.

Developing tailored solutions that maximize value by speeding up production delivery and minimizing program risks.





CASE STUDIES

Vodafone Ziggo

The challenge:

The operator faced the daunting task of migrating legacy systems and modernizing their tech stack, all while coordinating with over 30 vendors within a complicated landscape.

The results:

- Over **35%** improvement in business operations KPIs, including customer average handling time (AHT) and provisioning success rates, showcasing our ability to deliver measurable results in complex transformations.
- Successfully migrated over **400,000** subscribers to new tech stack in less than a year, laying the groundwork for the mass migration of **9.2 million** subscribers.

Three, UK

The challenge:

This operator had embarked on an extensive back-end and digital transformation project, requiring the management of more than 40 vendors amidst a complex modernization initiative.

The results:

- Completed successful customizations across various systems.
- Migrated over **400,000** subscribers to new tech stack within a year.
- Improved business operations KPIs, customer average handling times (AHT), and provisioning success rates by more than **35%**.

ABOUT AMDOCS

Amdocs helps those who build the future to make it amazing. With our market-leading portfolio of software products and services, we unlock our customers' innovative potential, empowering them to provide next-generation communication and media experiences for both the individual end user and enterprise customers. Our approximately 30,000 employees around the globe are here to accelerate service providers' migration to the cloud, enable them to differentiate in the 5G era, and digitalize and automate their operations. Listed on the NASDAQ Global Select Market, Amdocs had revenue of \$4.89 billion in fiscal 2023. For more information

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