



managed transformation service

by Amdocs SmartOps





risk-free transformation & reduced long-term TCO

To maintain industry leadership, service providers are locked in a battle to rapidly create new revenue streams and optimize IT budgets. Increasingly, BSS/OSS domain digitization is taking central role in achieving these objectives.

Running transformations with multiple IT vendors is challenging

While the task of system modernization and migration is usually owned by the service provider's transformation partners, legacy and satellite applications are often handled by third parties. Such vendors often lack familiarity with the new digital stack or have conflicting interests that could negatively impact transformation success.

At the same time, with no single owner assuming full accountability for the entire environment, it raises the risk of cost inefficiencies, resource redundancies and ineffective business processes.

Amdocs Managed Transformation service provides end-to-end accountability for your entire IT operations. With a track record of hundreds of successful IT transformations involving both Amdocs and third-party applications, your operations are in experienced and safe hands.

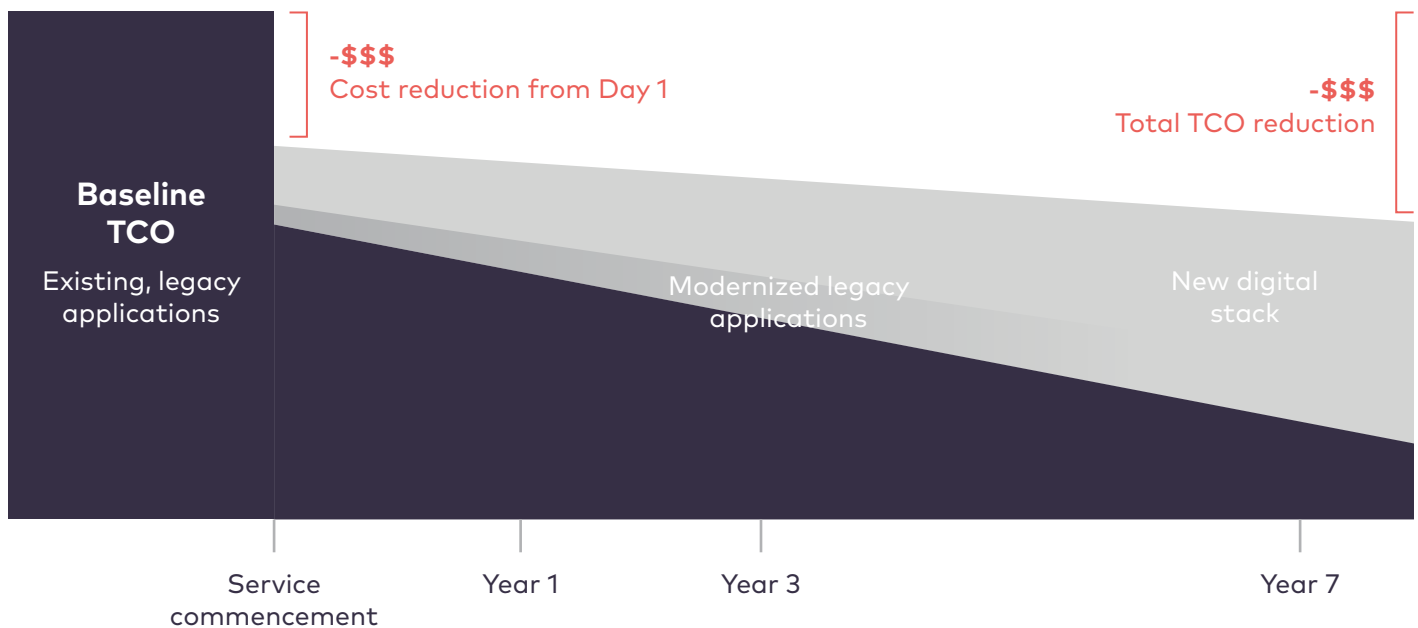
By taking responsibility for your entire IT operations, we release your teams to focus on their key competencies, leading to better business results, a successful transformation and complete legacy system decommissioning. This is achieved with the maximum stability and security that ensures all your system operations remain within budget.

Amdocs Managed Transformation practice was created for and with the help of our customers worldwide, leveraging the combined knowledge of our most successful transformation projects.

Reducing your costs from day 1

As your managed transformation partner, we assume end-to-end responsibility and accountability for both business-as-usual (legacy) systems and transforming critical BSS/OSS functions. Through advanced monitoring and automation, to off-shoring and employee rebadging, we continuously reduce your OPEX while supporting your new digital stack and organizational excellence.

Importantly, we are committed to advanced future modernization savings as a part of our overall effort to reduce total cost of ownership.



Immediate cost cutting and continuous improvement in the long run

With our **Managed Transformation service** operating on top of your existing modernization program, you achieve immediate cost savings. This is backed up by robust operational foundations – such as automated processes, zero-touch operations, hardware efficiency and workforce reskilling – which are put into place at the beginning of the project.

Taking operations to another level

A unique component of Amdocs Managed Transformation service is atomiQ, Amdocs' operational platform, powered by advanced technologies such as AI, machine learning, natural language processing and data mining. With Amdocs' patented implementation methodology, configuration and rules, the platform's built-in tools provide you with a comprehensive end-to-end view of your entire operations.

atomiQ highlights include:

- **Monitoring and intelligent analysis:** Holistic monitoring system with "single-pane-of-glass", end-to-end dashboard that includes business KPIs, aggregated application & infrastructure health, critical services health and operational results
- **Collaborative automation platform:** Injects "mode 2" of operations into a hybrid environment for improved operational reliability and efficiency. The system learns, correlates and predicts events, enabling it to provide recommendations and actionable insights, as well as invoke self-healing (automated issue handling) actions. It also enables large-scale automations by modernizing operations – via a "shift-left" approach (enabling self-service for non-technical users to perform technical tasks) and self-healing capabilities – combined with site reliability engineering (SRE) methodologies
- **Auto-ticket resolution:** Applies natural language processing to route tickets and service requests written as free-text, to either enable automatic resolution by the automation platform or if required, handover to human decision-making and resolution
- **BPM360:** Manages the post-deployment implementation lifecycle, enabling customer and Amdocs operations users to collaborate on business parameter change requests (create, review, approve, implement and validate changes) via a single workflow

Commitment to your workforce

We take pride in our organizational development methodologies, which enable us to transform every re-badging program into an engine for employee growth and reskilling. While you focus on your business, your employees benefit from our training and continuous learning processes, allowing them to thrive in future roles after the transformation period is complete.

Amdocs Managed Transformation service ensures:

- Immediate cost savings
- Long-term TCO reduction
- End-to-end SLA measurement/performance monitoring
- Continuous collaboration and knowledge transfer between legacy system and transformation teams
- Commitment to deadlines, reducing the risk of costly delays
- Employee retention/re-badging growth opportunities
- Single vendor ownership and accountability



about amdocs

Amdocs' purpose is to enrich lives and progress society, using creativity and technology to build a better connected world. Amdocs and its 25,000 employees partner with the leading players in the communications and media industry, enabling next-generation experiences in 85 countries. Our cloud-native, open and dynamic portfolio of digital solutions, platforms and services brings greater choice, faster time to market and flexibility, to better meet the evolving needs of our customers as they drive growth, transform and take their business to the cloud. Listed on the NASDAQ Global Select Market, Amdocs had revenue of \$4.1 billion in fiscal 2019. For more information, visit Amdocs at www.amdocs.com.

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