# Amdocs
*Accelerator for Telecommunication Service Providers*

**IBM**

## Solution Description

Over the past decade, the rapid growth of the global communications market has created a highly competitive and dynamic environment for Communications Service Providers (CSP). No longer able to just rely on cutting operational costs and pursuing technology innovations, CSP's are searching for compelling ways to compete in today's market. As a result, they are turning their focus on dramatically improving customer experience as a means to drive revenue, cut costs and prevent defection.

IBM and Amdocs have partnered to help CSP's address these business challenges. Customer information that may be dispersed across many different teams is consolidated to create a single view of the customer. Likewise, product information is validated and refined into a single view. Amdoc's portfolio of Customer Experience Systems (CES) helps telecommunication service providers manage core business operations which support customer interactions and transactions.

## Features & Benefits

- Provides an integrated customer view across the organization, improving customer service activities and operational efficiency

- Enables consistent service levels and effective marketing programs across organizations

- Helps CSP's extend their customer relationships by providing additional services or products more efficiently

- Ensures complete and accurate customer insight from business intelligence and analytics

- Optimizes business operations with real-time information feeding real-time interactions

## Value Proposition

Amdocs allows Service Providers to understand their customers and create personalized, valuable and profitable interactions that the will be consistent at every point of interaction. Improving the customer's experience and increasing the customer's level of satisfaction will drive revenue, cut costs and prevent defection.

Amdocs helps Service Providers to create a meaningful customer experience and one that will foster a strong sense of brand loyalty. Amdocs' Service Provider Information Management solution with IBM's information on demand products, provide a platform to enable business transformation.

## Company Description

A global company (NYSE: DOX) with revenue of $3.16 billion in fiscal 2008, Amdocs has more than 17,000 employees and serves customers in more than 50 countries around the world.

### IBM Segment
- InfoSphere

### Business Function
- Integrated Customer View and Support

### Target Industry
- Communications Service Providers

*For more information, contact:*

**Amdocs**
**(314) 212-7000**
**info@amdocs.com**

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