

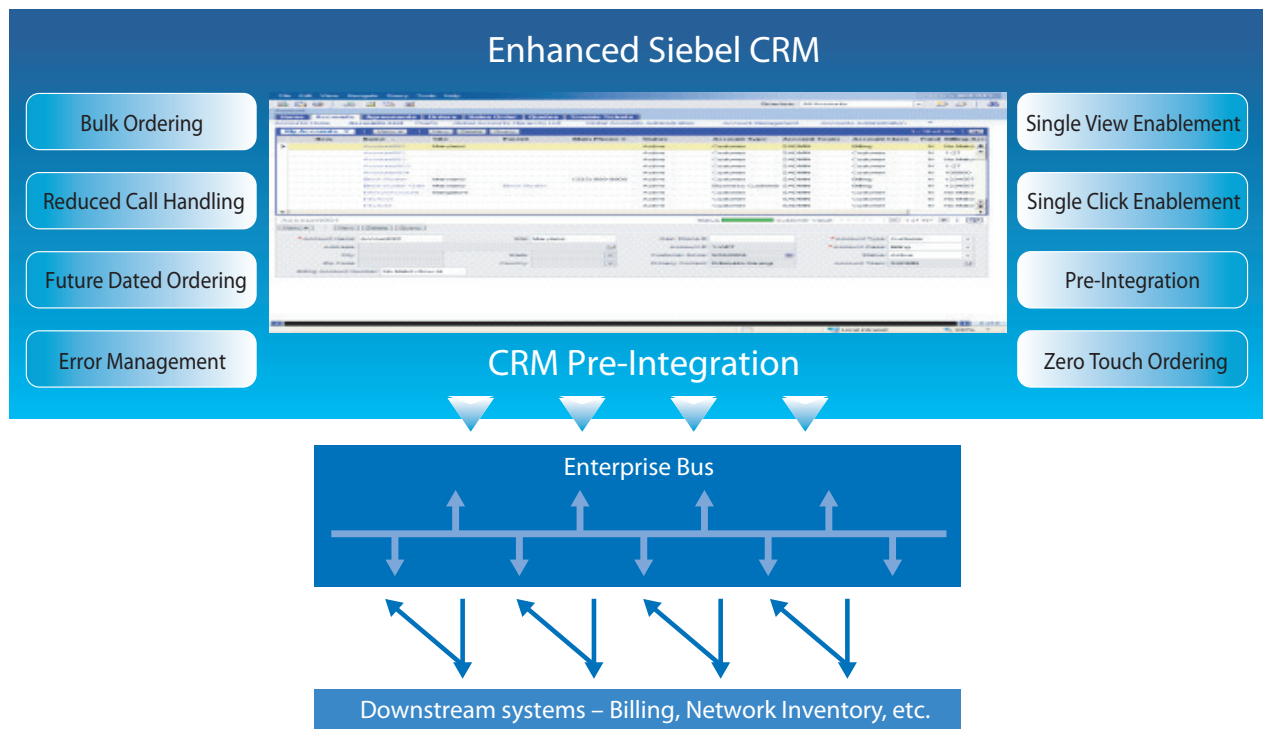
Infosys Telecom Order Management Solution

Telecom companies today are driven by fast changing customer needs. With erstwhile differentiators fast turning into commodities, moving ahead quickly and efficiently can make the difference between retaining and losing that valuable customer. Already falling PSTN revenues, decreasing ARPU, increasing complexity of the network and IT, aggressive and fast improving competition added to this makes a perfect recipe for moving the company's balance sheet into the red.

The Infosys Telecom Order Management Solution (TOMS) helps communication service providers and cable operators substantially improve efficiencies in order management and help increase revenues in a rapidly changing marketplace driven by changing customer needs. The solution is designed to help Telcos achieve business goals of rapid time-to-market, efficient order management for Next Generation Services, and, to address BSS pain points. This imbues an inherent agility into the order processing operations.

Solution Overview

Infosys' Telecom Order Management (TOMS) solution has been designed to meet the above challenges faced by CSPs and cable companies alike.



The solution comprises the entire gamut of business processes around Order capture, integration and automation of telecommunication processes. It consists of an Order Capture framework based on Siebel in the Quote to Cash area and brings in rich value-add in the form of enhanced functionality such as bulk ordering, zero touch ordering, future dated ordering, single click enablement and more. Ready to deploy business processes, standards based pre-integration, tools and best practices help CRM integrate with the downstream systems seamlessly.

Value Proposition

Infosys' Telecom Order Management Solution (TOMS) provides the following value proposition:

- Faster rollout of services - enabled by pre-built components and proven technology helps Telcos reach markets faster.
- Innovative Solutions to address industry trends - convergence in media, device and in business models.
- Standards based pre-integration helps reduce integration tax and total cost of ownership.
- Industry standard compliance - NGOSS, eTOM, Telecom Application Map (TAM) and SID
- SOA Compliant solution - hence can be deployed once and used across the application landscape
- Based of best-of-breed enterprise suites like Siebel to that brings in best practices in business and technology

Allied services

Business Consulting

Provides you with strategic differentiation and operational superiority, assessments, proprietary industry analyses & projects structured around beating the competition.

Independent Validation

Gives your applications the third degree treatment and tests their robustness and ability to survive your business growth. A "must have" service if you are serious about long term leverage of your application assets.

Enterprise Application Integration

Make the whole of your IT applications much greater than the sum of its parts. Infosys can leverage the Global Delivery Model (GDM) to deliver immediate and dramatic productivity growth like no one else can.

Modular Global Sourcing

A strategically mature alternative to total outsourcing and ad hoc offshoring. Align your sourcing strategy to your business strategy, modularize your applications and processes and leverage the power of Global Delivery Model.



For more information, contact askus@infosys.com

About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

For more information about Infosys (NASDAQ:INFY), visit www.infosys.com.