

## Communications Service Providers (CSP) Practice

*"We have chosen to work with Infosys in a brand new approach to partnership. Building Infosys' people into our Global Delivery Model so that - we are able to bring the best of breed capabilities to all our customers everywhere in the world.*

*Infosys has become a part of the whole 21<sup>st</sup> Century Network global IT delivery.... It's a great partnership and it's been working for many years and we look forward to many more years of development of it as we go forward into the digital networked economy."*

- CEO of Tier 1 telecom company

### Infosys' CSP footprint

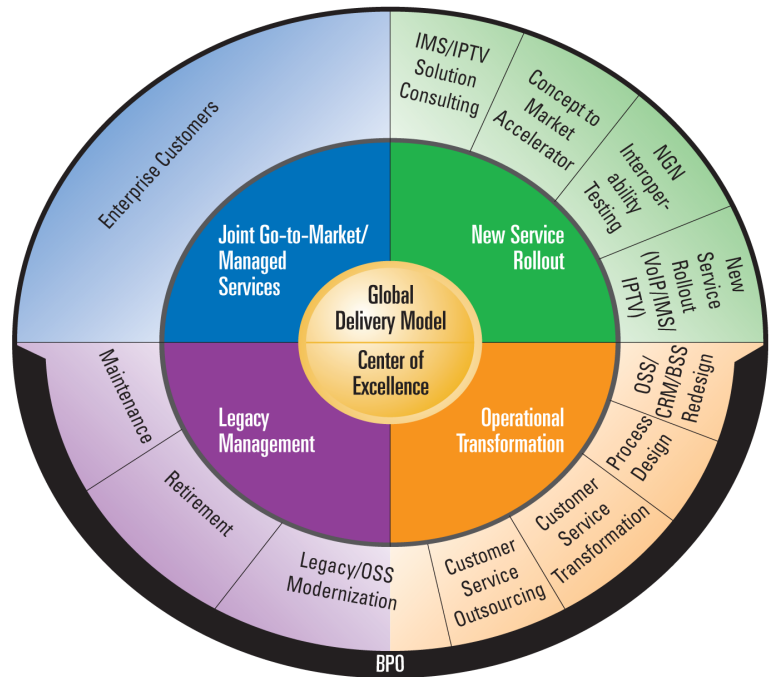
Infosys works with -

- 7 of top 10 Communication Service Providers worldwide
- 5 of top 6 North American telecom companies
- 4 of top 6 European telcos
- 1 of top 5 Asia-Pacific telcos
- 3 major cable operators
- 2 major ISPs

to launch new products and services, improve customer and IT operations, enhance competitiveness, identify and address new market opportunities, and lower operating cost across the enterprise

### Infosys' Value Proposition

The Infosys Communications Service Providers (CSP) practice delivers business solutions to global telecommunication players offering their services in the Wireline, Wireless and Cable & Broadband segments. Infosys believes that companies should change their operational priorities to win in a business world being flattened by globalization, demographics, technology and regulation. Infosys is helping leading global communications service providers to effectively transform their legacy systems and processes and profitably launch new converged services based on VoIP, IPTV, IP Multi-media Subsystem (IMS), Scenario Based Customer Service, among others.



## Comprehensive service and solutions offerings for CSPs:

|                                    |                                     | New Service Rollout  |   | OSS/BSS/Network Integration               |                                    | Customer/Service Operation |            |  |
|------------------------------------|-------------------------------------|--|---|---|------------------------------------|----------------------------|------------|--|
|                                    |                                     | Envision   | Design  | Build                                     | Test                               | Deploy                     | Operate    |  |
| Consulting                         | Infosys Consulting                  | Customer Operations<br>Product Operations<br>Corporate Operations<br>- IT Strategy<br>- Enterprise Systems<br>- Organizational Change  |   |   |                                    |                            |            |  |
|                                    | Infosys Solution Consulting         | Scenario Based Customer Service Solutions Framework<br>Concept-to-Launch Solutions<br>Lead-to-Cash Solutions<br>eTOM/SID + Process Design and Alignment  |   |   |                                    |                            |            |  |
| Enterprise Competency and Delivery | Infrastructure Management           |  | Network Planning Design   | Network & Performance Engineering         | Network Interoperability Testing   |                            | Global NOC |  |
|                                    | Product Engineering                 |  | H/W, S/W, Architecture and Design: VoIP, IP, IMS, IPTV  | Develop Features and Management Softwares | Network Testing and Validation     | Network Rollout & Upgrade  |            |  |
|                                    | System Integration                  | Enterprise Architecture, Enterprise Information Management (Identity, Security, Search, Portal and Content Management), Data Warehouse & Business Intelligence, Enterprise Network Architecture and Accelerated Deployment |   |   |                                    |                            |            |  |
|                                    | Enterprise Services                 |  | CRM Transformation, ERP Transformation<br>Package Implementation and Upgrades<br>Billing Implementation |   |                                    |                            |            |  |
|                                    | Independent Validation              |  |   |   | Service and Application Validation |                            |            |  |
|                                    | Application Development Maintenance |  | OSS/BSS Development & Integration<br>Legacy Maintenance and Retirement<br>NGOSS Rollout                 |   |                                    |                            |            |  |

|     |  | Concept to Market   |                      | Lead to Cash   |  | Customer Service  |  |
|-----|--|---|----------------------|--|--|---|--|
| CSP |  | Technology and Systems Architecture   |                      | Process Framework  |  | Organization Design templates   |  |
| BPO |  | Product Marketing Strategy<br>Product & Service offering<br>Product configuration rollout<br>Product Performance management |                      | Sales/Channel Management<br>Order Management<br>Service Fulfillment<br>Supplier management |  | Rating Management<br>Invoicing Management<br>Service Provider Management<br>Accounts Receivable Management<br>Collections/Revenue Assurance |  |
|     |  | HR Offshoring   | Finance & Accounting | Procurement – Procure to Pay   |  | Knowledge Services  |  |

## Allied Services

### Business Consulting

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

### Industry Solutions

We work with you to architect, develop and implement solutions that help you leverage technology and domain expertise to enable business strategy. Our solutions help you make your IT more effective

### Process Design

We have been involved in virtually all business areas in the telecom domain. We have rich experience and practical insight into implementation of leading industry frameworks such as eTOM (TM Forum) and Shared Information/ Data (SID).

### Business Process Outsourcing

We offer business process outsourcing solutions to our global clients by leveraging process, domain, and people management expertise. At Infosys BPO, we have built our organization around managing risk for our clients through scalable, cost-effective and predictable delivery platform.

**Infosys** | Building **Tomorrow's** Enterprise

For more information, contact [askus@infosys.com](mailto: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](http://www.infosys.com).