Business Process Design for IP Services

As service providers roll out IP services, they need to develop business processes to support them. In some cases these processes are modified versions of traditional processes, while in other cases they are completely new. Infosys enables the development of business processes for IP services by providing a combination of business, IP and telecom experience. Additionally, by utilizing the Global Delivery Model, Infosys enables service providers to invest in developing optimal processes aligned with business objectives through a lower cost model.

Infosys Service Offerings

For your business to operate effectively and deliver reliably, the business processes must be aligned to the organization’s objectives.

To help, Infosys offers a broad range of consulting services for new service business process development.

Some of the products/services and platforms where Infosys has provided business process consultancy services are:

- PSTN
- Broadband
- Ethernet
- Private Circuits
- ATM
- Frame Relay
- VPNs
- Local Loop
- IP Sec
- MPLS
- IP
- VoIP

Infosys consultants 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).

eTOM Framework

- Operations readiness & testing
- Service Fulfillment
- Service Assurance
- Billing
- Network Provisioning
- Inventory Management

Case Study: Building a sustainable competitive edge by agile processes

A Western European telco invited Infosys to participate in specialized consultancy in Information Telecommunication Technology (ICT), next generation network transformation and post-merger integration assessment programs with objective of improving the quality of customer service.

Our highly experienced consultants designed new processes for IP services and re-designed traditional service processes for efficiency. Globalized delivery of process design enabled faster implementation and 30% cost reduction.
Infosys Approach

Infosys has adopted InFlux™, business process centric approach pioneered by Infosys, to design, manage and implement business processes. We have moved away from the traditional approach by intelligently breaking the projects into logical components and distributing them to locations where they can be delivered optimally.

Infosys helps Service Providers in:
- Business Process Design for next generation IP services
- Enabling faster time to market for new services
- Delivering new services at lower cost

Infosys’ Communication Service Providers (CSP) Practice

The Infosys CSP Practice delivers business solutions to the global telecommunications players offering their services in Wireline, Wireless and Cable & Broadband segments. Infosys provides services that cover business process conceptualization, process engineering, package selection and implementation, application development, maintenance and support, infrastructure management, product engineering and business process outsourcing. Infosys is developing an innovative set of solutions to help service providers effectively launch and manage new services based on new and emerging technologies such as VoIP, Mobile workforce/craft automation and Customer-centric service assurance, among others.

Allied Services

Business Consulting
The primary goal of our consulting service aims to give you a competitive advantage, which we define as strategic differentiation + operational superiority. Our consultants have deep domain expertise and represent the finest in the business.

VoIP Solution
Our VoIP service operations solution gives you complete and vastly simplified control on your VoIP services. With these solutions, you can optimize service quality and improve service delivery, while dramatically lowering operational costs and compressing cycle time.

Service Management Consulting
The key to deriving maximum value from IT operations lies in establishing good processes and enabling continuous improvement. Our services help you optimize your IT operations and align it with business by implementing best practices based on ITIL, Six Sigma, BS7799 and CMM.

Infrastructure Management
Our range of services is geared to keep your operations running smoothly and reduce costs. Services include infrastructure planning, auditing, data center and application management and help-desk services.

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.