



TELECOMMUNICATION INDUSTRY SOLUTION BY INFOSYS

REIMAGINING NEXT-GENERATION TELECOMMUNICATIONS ON
THE ORACLE CLOUD PLATFORM



Rapid changes in customer expectations and slow revenue growth are making customer loyalty a priority in the high-churn telecoms market.

Today's industry leaders must find innovative ways to launch products and connect with their customers. But they must do so in an affordable and scalable way as infrastructure and operational costs grow.

This unique confluence of challenges has resulted in a growing interest in cloud infrastructure and modernization products. But the challenge of migrating embedded systems made up of multiple technologies over several years can be daunting.

Infosys has decades of experience and dedicated domain experts in the communications industry who can help manage these challenges, lower costs, and deliver the services customers crave.

As part of Infosys Cobalt, the Telecommunication Industry Solution by Infosys is designed to assess these specific problems, providing primary process enrichment for ERP, HCM, and CX business processes. It uses automation to improve efficiency and provides clear data visibility to ensure the right operational insights drive business agility.

The solution combines Oracle and non-Oracle products and the Infosys Solution Extension Platform framework to deliver greater value to communications enterprises, and provide the flexibility not found in existing monolithic solutions.

It uses real-time AI and machine learning (ML) processes, pre-built use cases, and quick-to-deploy assets to deliver faster ROI across diverse business functions like supply chain, finance, HRMS, 5G enablement, and more.

Challenges

Operations and strategy

Telecoms leaders must prioritize operational challenges to ensure they meet both short-term and long-term goals, while maintaining a strategic vision in an ever-changing industry. This requires flexibility, above all else.

Shrinking revenue and profit

Internet startups have caused a drop in market share and profit for many telco companies, while higher infrastructure and HR costs further add to the problem.

Customer management

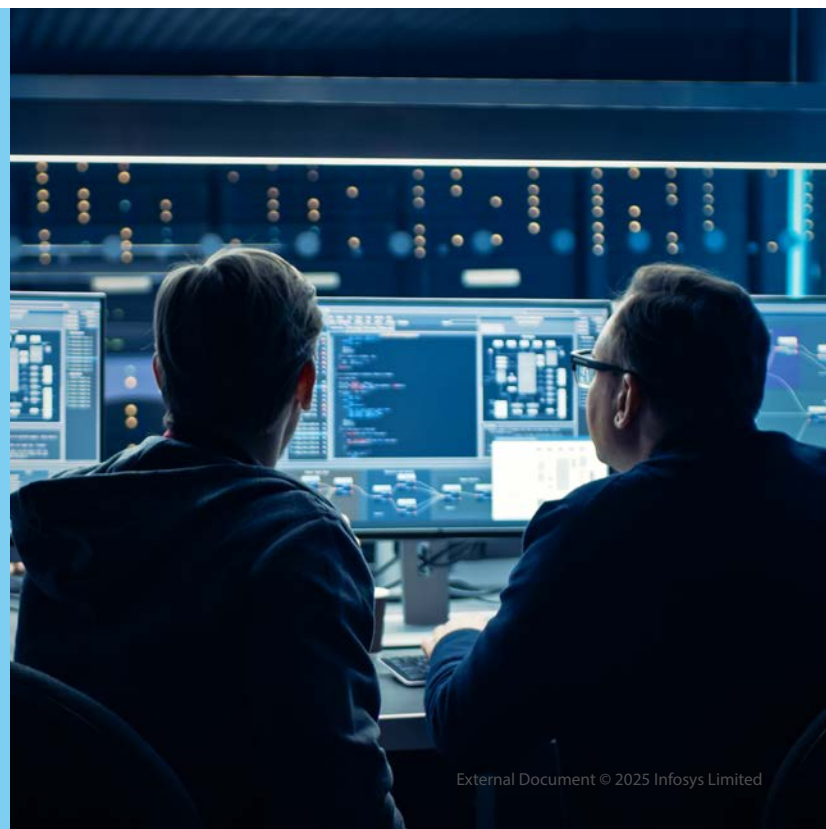
Predictive maintenance and asset optimization are vital to ensuring sustainable operations and enhancing asset lifecycles.

Technology

Multiple technologies and platforms can impact the user experience, but outdated lack of agility can make automation and innovation a tall order.

Why cloud-based communications management?

- Enhance core capabilities and optimize assets and their performance
- Acquire new capabilities such as AI and machine learning to optimize processes
- Accelerate delivery with modular solutions and pre-built capabilities for specific business challenges
- Implement a flexible reference architecture for greater flexibility
- Reduce costs through increased operational efficiency
- Accurately estimate revenue with accurate predictions and risk analysis
- Improve the user experience with 360-degree insights into everything that matters



Key features of our Telecommunication Industry Solution

5G core network	Unified operations	ERP and supply chain management
Multigenerational network signalling and security	Cloud-scale monetization	Project portfolio management
DX4C complete communications solution	Store operations and device leasing	Human capital management

Telecommunication Industry Solution by Infosys—powered by Oracle Cloud

Sales and customer engagement

What?

A platform for gaining a complete view of customers and accounts with sentiment analysis, contract renewal predictions, and credit risk prediction. The platform comprises various solutions, including Customer 360, Collection 360, Revenue Prediction Analysis, and Customer Credit Risk Analysis.

Why?

- Fragmented views of customer profiles
- Customer collection information spread across multiple systems
- Disconnected processes and data feeds restricting revenue forecasts
- Inefficient information management and credit risk analysis

Key benefits

- AI-powered real-time and predictive customer insights
- A single view of all customer transactions
- Better visibility of collections and improved revenue recognition
- Easy identification of delinquent customers and better payment predictability
- Effective integration with third-party credit reporting applications
- Simplified customer data analysis through predictive algorithms

Key features

- Customer data consolidated in real time
- ERP and BRM data integration to improve the collection experience
- Accurate revenue prediction analysis
- Customer credit risk analysis

Back-office processes and insights

What?

Solutions to improve planning and forecasting, calculate Days Sales Outstanding (DSO), and simplify procurement and improve assetization with AI, machine learning, and data-driven insights.

Why?

- Overstocking causes increases in inventory carrying costs
- A lack of forecasting leads to stockout situations at retail locations, resulting in revenue loss and customer churn
- DSO is rising beyond industry benchmarks
- Variations in payment patterns are making cash flow planning difficult
- The cost per dollar collected is rising
- Information is unorganized and scattered across multiple platforms, which affects sourcing and procurement
- There's a lack of end-to-end processes across stages like procurement, receiving, costing, and projects
- There's no feature in Oracle Cloud ERP to perform end-to-end processes across business operations like procurement.

Key benefits

- Better predictability and simplified planning for reduced stockouts and increased revenue
- Reduction in DSO, delinquency, and bad debts
- Real-time credit assessments and customer risk ratings
- 360-degree view of purchasing activities accessible from anywhere
- Comprehensive view of project commitments and budget tracking
- End-to-end solution for netting roaming invoices

Key features

- Integrated operational dashboard for cross-functional streamlined processes
- ML-based store forecasting
- Simple, user-centric planning engine
- Dashboard for setting and monitoring DSO values
- Buyer's workbench for a holistic view of data from multiple source-to-pay data sources
- Ability to record purchase orders, track project commitments, and create project costs, receipts, and assets for telecoms assetization
- Automatic generation of AR and AP receipts for international roaming

Employee journey experience

What?

A platform for talent acquisition, onboarding, and HR management processes that harnesses the power of AI to improve hiring processes, bring new employees up to speed, and provide a consolidated view of HR data.

Why?

- Longer hiring cycles and difficult talent identification
- Geographically disparate talent
- Disconnected employee experiences and inconsistent onboarding
- Fragmented HR processes and isolated function

Key benefits

- AI-powered talent identification
- Faster time-to-hire and more personalized experiences
- Faster onboarding through automation
- Elevated, self-delivered onboarding experience through guided navigation
- Seamless HR decision-making
- Improved process efficiency



Key features

- Intelligent talent-acquisition advisor
- Self-service onboarding platform
- Consolidated dashboard view of previously disparate HR information

5G network operations

What?

A range of solutions for 5G network operations to simplify capacity planning, lower costs, expedite time to market for new slice designs, ensure network security, and automate key processes.

Why?

- Having disparate systems handling network applications makes pattern identification difficult
- There's a need for integrated provisioning and monitoring systems
- HTTP and TLS protocols are vulnerable to security exploits and attacks
- Network Function Virtualization means existing processes and systems (OSS/BSS) require a radical transformation to deliver benefits

Key benefits

- Reduced OPEX through Cramer Test Automation Framework and Network Self-Heal Workflow frameworks etc.
- Faster time to market for new slice designs
- Prevention of runtime modification and critical component tampering
- Real-time reaction to threats and detection and prevention of untrusted remote ends
- Infosys Network Function automation enables CSPs to provide a standards-based approach that automates the Virtual Network Function (VNF) onboarding process and minimizes complexity

Key features

- Pattern identification of network events based on multiple data sources
- End-to-end 5G network provisioning, assurance, and monitoring
- Detection, prevention, and mitigation of security threats
- Automated VNF onboarding with minimal complexity

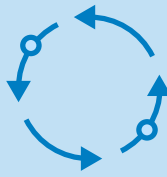


Growth revenue

Increase addressable digitalization revenue by

5-10%

through service enablement



Accelerate processes

Improve process efficiency by up to

25%



Lower costs

Reduce costs by

10%





Major mobile network operator improves collection agent performance

Infosys worked with a global name in mobile telephone services to help unite customer information spread across numerous systems. Using Collection 360, the customer was able to:

- Provide collection agents with tools to manage customer accounts more effectively
- Provide better visibility into collections and improve revenue recognition

Infosys improves customer credit risk analysis

Faced with a disjointed view of customer contract terms and inefficient, error-prone reporting, Infosys helped one telecommunications client:

- Effectively integrate third-party credit reporting applications for better insights
- Use predictive algorithms for historical customer data analysis
- Access deeper insights into contributing

Infosys helps telecoms client provide a consistent employee experience

Disconnected employee experiences and problems tracking onboard experiences due to multiple disparate HR functions were creating inconsistent experiences for our client's employees. With our self-service onboarding platform, our client can now:

- Automate and fast-track onboarding
- Provide a superior experience with guided navigation for new hires
- Elevate its employee brand to attract future talent

Reimagining next-generation communications

To learn more about how the [Telecommunication Industry Solution by Infosys](#)—powered by Oracle can help grow revenue, reduce costs, deliver innovative new services, and transform the customer experience, get in touch with our team of experts today.

About Oracle

Oracle offers integrated suites of applications plus secure, autonomous infrastructure in Oracle Cloud. For more information about Oracle (NYSE: ORCL), please visit us at www.oracle.com

ORACLE

Partner

Infosys Cobalt is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 35,000 cloud assets, over 300 industry cloud solution blueprints and a thriving community of cloud business and technology practitioners to drive increased business value. With Infosys Cobalt, regulatory and security compliance, along with technical and financial governance come baked into every solution delivered.

For more information, contact askus@infosys.com

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