

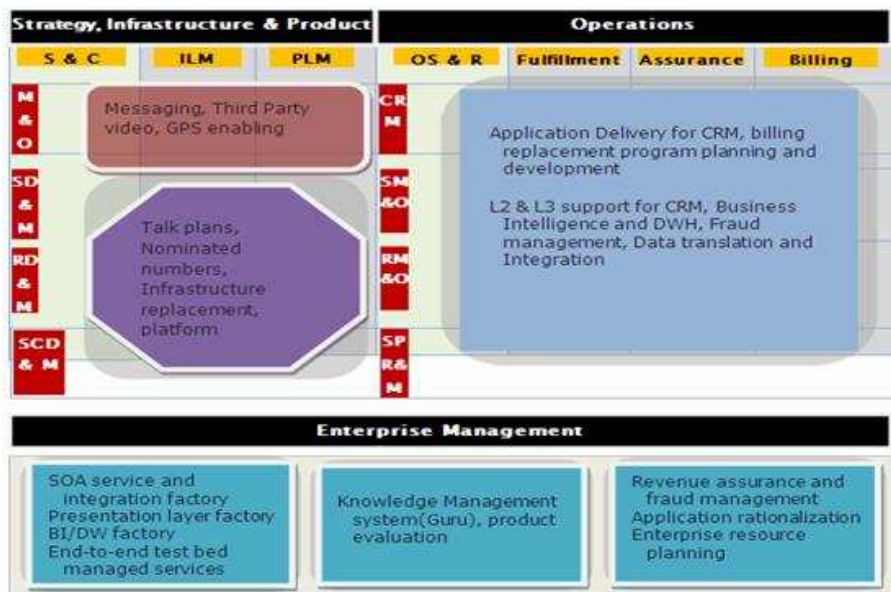
Managed Services - Telecom

How THBS helped

The telecom major awarded Torry Harris with the Application Management for the logical blocks Customer Management & Components, Payments and revenue protection, Data translation and Integration, and Business intelligence and Data warehousing. The following diagram overlays our expertise and involvement with the client spread over eTOM.

CLIENT BENEFIT

“THBS reduced OpEx by nearly 20% with a provision for faster time to market”



Customer Segments	PAYG, PAYM, SME, Corporate
CRM Channels	Web Self service, Retail shop, Customer service Management, Mobile internet
OSS & BSS coverage	Account Management, Business Intelligence, Revenue Assurance, Service Delivery and management, Billing and Revenue management, Credit checking, Service Assurance
Operational segments	Process design, Solution Design, Design and Development, L2 support, L3 support, Platform support, Database Support

CLIENT

A major mobile network operator and internet service provider 175 million customer base.

BUSINESS CHALLENGE

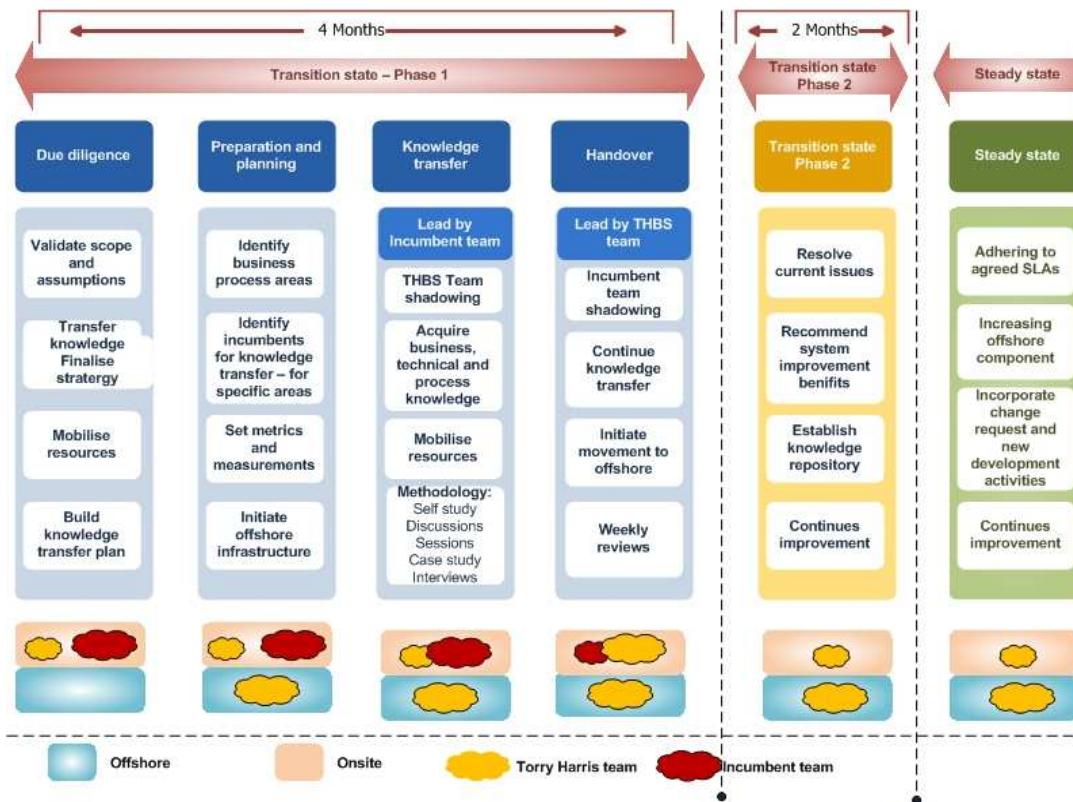
The telecom major was seeking to optimize its engagement with its strategic IT suppliers across its design, build, test and support activities. The aim of this was to increase efficiency, reduce time to market and drive up the quality of service delivery.

Key expectations:

- Acquiring knowledge from incumbent vendors
- Reach steady state within a short period of time
- Delivering value adds on a quarterly basis in order to reduce cost, improve Time-To-Market and stability
- More than 80 applications were to be supported
- All the services were to be supported on a 24X7 basis including weekends and bank holidays

Solution Delivered

The transition was carried out in three phases. The resource count varied with the phase and across the domains, a pictorial indication can be seen in the below diagram:



Value Delivered

The success of the telecom major and Torry Harris partnership in the managed services arena has been remarkable. A 40% reduction in the number of service tickets was observed during the tenure of the operations. The number of priority 1 and priority 2 tickets were also reduced by 35% thus rendering a better business operation to the clients and hence the customers. More than 100 value additions to the systems were delivered with an intention of improved system performance, reduced service ticket count and enhanced user experience.

About THBS

Torry Harris Business Solutions is a US based IT service provider with offshore development facilities in India & China.

With a large pool of highly skilled technologists, the company remains focused on middleware & integration with a committed to Service Oriented Architecture (SOA) & Cloud Computing.

We build a wide range of innovative solutions which provide a strategic differentiation & an operational superiority to our clients

Visit www.thbs.com for further information