Amdocs CES Portfolio Evolution

Rami Schwartz
President, Amdocs Delivery and Product Business Groups

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Amdocs continues to lead the market in innovation

33 customers already in production with CES 9.x, 2 more in final stages to commit

97 customers already using CES 8.x
Strong uptake in breakthrough solutions

First Omni-Channel deployment in Tier 1 NA SP

Unified Communications Solution live at TIM Brazil

First 2 wins for Proactive Care

M2M: live at AT&T, selected by 2 multi-country operators in Europe

Order-to-Cash for business customers in Tier 1 NA SP

Small Cells Solution in production in Tier 1 NA SP

MCSS in production at NA and European SPs

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Hyper-Connected World
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- Pervasive Big Data
- Network Evolution
- Internet of Everything
- New Mode of Business
- Re-Thinking Customer Experience
Omni-channel interaction

Past interactions, data, roles, and authorizations are interpreted to drive experiences

Allowing customers to purchase and manage any service/product they want, how they want

With easily configured actions/flows… and configurable presentation

What’s on the agent’s desktop... is on the retail tablet... and is consistent with online
Contextualization

**INPUT:** High-value customer credit policy execution flow

**FLOW:** Direct adjustments disabled for trainee CSR

**PRESENTATION:** Highlight fields of relevance to guide interaction

**Establishing and using context**

**Role**

**Profile**

**Insights**

**Ensuring contextual and relevant experiences**
Hyper-TTM necessitates a powerful master catalog approach
Next generation of Big Data Analytics

Dashboards & Visualization

Analytics and Decisioning Engine

Summary Data

Entities and Customer Profiles

Detailed Data

Real-Time Streaming Connectors

Operational Envelope

- Security Management
- Configuration Management
- Services Inventory
- Performance Management
- Fault Management
- Logger
New Big Data Analytics applications

Next best network investment

Charging business analytics
Age of virtualization

Increasing software control of the network

- Bringing IT and networks closer
- Self-optimizing network
- Network functions virtualization

Virtualized Networks
IP Networks
Physical Networks
Network cloud service orchestrator

Traditional Network
- MME
- HSS
- DRA
- AAA
- PCRF

Future Virtual Network
- Orchestration
- MME
- HSS
- DRA
- AAA
- PCRF

Business Agility
- Operational Efficiency
- Cost Reduction