



Telecom solutions for operators

Combined strength and knowledge By working side by side with TietoEnator

Convergence in telecom is like a gravitational force, changing the business for all players. Your business models are challenged and new technologies present new competitive possibilities. When convergence is a reality, working with companies with narrow fields of knowledge can prove to be a dead end.

Service providers of today want to bring innovative new services to their customers, and they want to make it easier for customers to start using the new services. Instant service delivery after one call or web visit is expected. When the services are in use, they need to be reliable and live up to expected service levels, with an approach to customer care that genuinely puts the customer in focus.

TietoEnator 

Building the Information Society

Our offerings

All of this needs to be provided in a cost efficient manner, often in combination with running the “old” services and their IT-support systems in parallel.

TietoEnator can address all these needs, either individually or with a full Business Process Outsourcing model. Our building blocks for this are our Offering Areas:

Customer Management

– Take advantage of customer insight

Whether you are selling new services, or charging for used services, you want to put your customers in the centre and give them a great customer experience. TietoEnator can help you to:

- Automate your customer dialogue
- Increase customer service levels
- Optimise processes for CRM and Billing
- Reduce your operational complexity
- Consolidate, use industry-leading CRM and billing platforms

Together with world-leading business partners, TietoEnator has provided solutions in all areas of CRM and Billing: from self-care, operational CRM and Business Intelligence, to Billing and On-line Charging.

Service Management

– Drive operational efficiencies

TietoEnator will help you to exploit the potential of next generation networks. From the automation of Service Fulfilment, to delivering the highest quality of service. A well managed next generation network is key to gaining a competitive edge:

- Consolidate support of NGS and NGN to improve efficiency and agility
- Automate provisioning and activation of NGS to reduce costs and lead times
- Improve QoS and QoE by true end-to-end solutions to decrease churn and increase ARPU
- Exploit the full potential of SDP and IMS
- Bandwidth management to optimize the use of your network assets

TietoEnator has extensive experience of the end-to-end processes and IT and network infrastructure systems. Capabilities cover the whole value chain in converged service delivery from media production to service provider infrastructure.

New Generation Services

– Extend the power of your business

Driven by a competitive landscape, where borders between operators, content providers and media companies are blurred, where business models are changing, and where the advent of the next generation networks presents new service possibilities, the requirement for a new generation of services is vast. As an operator you need to:

- Create a solid and flexible infrastructure for Multiplay to deliver Mobile TV/IPTV along with voice, data and other content services
- Handle the complexities of targeted On-line advertising
- Offer a multitude of Value Added Services
- Implement – and develop services on – IMS infrastructures

TietoEnator has helped both established Tier 1 operators and start-up MVNOs to implement new generation services. We build future-proof solutions, designed to cope with the dynamics and agility of the next generation service provider.

Application & Operations Management

– Drive operational efficiencies

Focus on your true core business – take advantage of our Application & Operations Management solutions:

- Rely on Service Level Agreements based on customer value
- Minimize application life cycle costs
- Enjoy efficient management of end-to-end processes
- Get your legacy application sets transformed
- Fully exploit application management synergies

TietoEnator has invested heavily in the development of a business-driven AM model, based on industry standards such as ITIL, tested and perfected through numerous projects over the past 20 years.

Quality Assurance

– Accelerate time to revenue

Ensure business application quality while reducing risk and increasing software quality:

- Well proven processes, templates, metrics & methodology – tailored to customer needs
- Professional testing tool utilisation and implementation know-how
- Onsite and offsite test resources:
 - Testing services
 - QA management
 - Test automation
 - Performance testing and engineering
 - 24/7 support availability

TietoEnator QA Competence Centre is the leading provider of QA services in Finland and top-ranked worldwide with over 200 QA consultants.

Business Process Outsourcing

– Sharing risks and benefits

The maximum benefit of TietoEnator's knowledge and experience comes when we combine our solutions for new generation services, service management and customer experience with AM, OM and Quality Assurance concepts, and package them as a full-function BPO delivery:

- Benefit from Risk/Reward models
- Get an easy start with our “Pay as you grow” concept
- Experience low cost deliveries from our MVNE centre

TietoEnator delivers:

- Complete solutions – development, integration and evolution
- Hardware infrastructure operated in TietoEnator premises with 24/7 monitoring
- Customer Support
- SLA targets, including monitoring, reporting

TietoEnator has delivered BPO and MVNE concepts for Value Added Services as well as full BSS environments, covering everything from self-service portals to billing and collection functions.



TietoEnator has been providing IT solutions and R&D services to leading Operators, Media Content Providers, Network Equipment Providers and Mobile Device Manufacturers in the European telecom and media sector for the last 30 years. Within the telecom and media industry TietoEnator has 5,300 dedicated experts, and today we are supplier of choice for a number of global customers that understand the value of true industry expertise in a converging market.

In total TietoEnator has about 16,000 experts in close to 30 countries. TietoEnator is among the leading architects in building a more efficient information society and one of the largest IT services companies in Europe. TietoEnator specialises in consulting, developing and hosting its customers' business operations in the digital economy. The Group's services are based on a combination of in-depth industry-specific expertise and the latest information technology.

TietoEnator is currently the main supplier to TeliaSonera in both Finland and Sweden. Customers include also Elisa, Ericsson, Finnet, KPN, Nokia, O2 (Czech telecom), Sony-Ericsson, TDC, Telecom Italia, TeliaSonera, Tele2, Telenor Group, T-Mobile, Teracom, Vodafone and other major telecom operators and vendors.

Contact

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