



FAST Digital Telco

Accelerating Digital Transformation for Communications Service Providers



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The Situation

In today's digital-focused world, Communications Service Providers (CSPs) are under pressure to provide a wider range of services faster and more efficiently while continuously improving the customer experience. In addition, they face fierce competition from agile over-the-top service providers with streamlined, interactive offerings. In the face of rapidly changing market demands, CSPs need tighter control of operational expenses and flexible solutions to increasingly complex business operating models.

In order to stay ahead, CSPs need to transform their operations to enable them to deploy flexible and targeted digital services rapidly for their customers, at any location and across any device. Those organizations able to digitize customer experience, simplify and harmonize business processes, and optimize operations will be best placed to gain competitive advantage in today's complex and challenging business environment.

Our Solution

Capgemini's FAST Digital Telco is an instantly available, cloud-based, global offering to help CSPs facilitate and accelerate digital transformation. Developed in collaboration with Oracle Communications, it is designed to ensure that telecom service providers remain competitive in today's dynamic and challenging commercial environment. Built on Oracle's Rapid Offer Design and Order Delivery (RODOD) platform, and enhanced by Capgemini Consulting's industry-proven methodology – FAST Digital Telco – this flexible and cost-efficient “as-a-service” solution helps CSPs to rapidly develop and deliver digital services and provide a first-class customer experience.

The new hybrid cloud solution provides a comprehensive suite of end-to-end business support system solutions with multiple deployment options – cloud, hybrid and on-premises – enabling faster, integrated managed services including order entry and management, rating, charging, and billing and catalogue management. FAST Digital Telco enables CSPs to use Platform-as-a-Service (PaaS) and Infrastructure-as-a-Service (IaaS) for their Oracle RODOD stack, with pre-built integrations to customer-facing Software-as-a-Service (SaaS)

components. A pre-defined set of customer journeys and process libraries ensures that risk, cost and time to market are reduced, with “go-live” services available in six to nine months depending on the complexity and level of integration to existing infrastructure.

FAST Digital Telco combines integrated, IP-based digital assets from Capgemini and Oracle that offer a scalable and standardized managed service for CSPs to improve their order to cash processes. The combination of Capgemini business and technology expertise and digital transformation capabilities, together with best-in-class Oracle solutions, ensure that simplified and harmonized business processes and operations can be quickly developed and implemented.

Working Together

Capgemini’s proven experience in the telco sector ensures that we can work with CSPs to effect their business transformation, from defining the offer and customer experience objectives, analyzing and

designing the specific IT architecture, through to solutions design and agile configuration and integration. At the same time we will ensure process, organization and offering/product simplification.

If required, Capgemini can also provide a fully managed service for the digital cloud solution, including day-to-day operations such as bill runs, product configuration and business support helpdesks. We can provide SLA-driven service delivery and monitoring, as well as technical support, infrastructure management and full platform operations and maintenance.

Capgemini Group provides a wide range of solutions and services, from Consulting and Business Process Outsourcing through to Infrastructure and Application services. Through our Collaborative Business Experience approach we focus on four key areas to work with you: targeting value, mitigating risk, optimizing capabilities and aligning solutions within your organization to achieve the objective.

Key Advantages

FAST Digital Telco delivers key advantages to accelerate your digital transformation, including:

- Private cloud, hardware/infrastructure, provided “as-a-service” and instantly available.
- Rapid services deployment, live in six to nine months.
- Lower upfront investment, with infrastructure and core IT services offered on a subscription basis with per-subscriber fees.
- Reduced and predictable operating costs, based on platform industrialization and cross utilization of resources.
- Traditional cloud benefits such as minimized up-front investment, reduced total cost of ownership, pay as you go, and continuous functional upgrades as the solution evolves.
- Pre-configured business solutions, based on best-practice customer journeys, business processes and product models.
- Simplified business processes and improved customer experience.
- A fast, flexible and cost-effective response to evolving market needs.



About Capgemini

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With more than 145,000 people in over 40 countries, Capgemini is one of the world’s foremost providers of consulting, technology and outsourcing services. The Group reported 2014 global revenues of EUR 10.573 billion.

Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Learn more about us at
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