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Capgemini introduces new cloud based solution to accelerate the transformation of telco operating models

Deployment-ready offer, based on the Oracle Communications Rapid Offer Design and Order Delivery solution, will enable telcos to digitize their customer experience and harmonize business processes

Paris, 22 October 2015 – [Capgemini](#), one of the world’s foremost providers of consulting, technology and outsourcing services, today announced the availability of an end-to-end global offering to facilitate and accelerate transformation within the telecommunications industry. The new telco solution brings together leading technology, digital skills and industry expertise to offer Communication Service Providers (CSPs) pre-integrated cloud solutions ‘as a service’. It can enable significant time savings, reduction in delivery risks and costs, and the ability to introduce new seamless customer experience initiatives quickly, with go-live services available in up to nine months.

Providing organizations with the capability to rapidly develop and manage a strong and seamless brand experience for customers, the new hybrid cloud solution allows telco providers to deploy the [Oracle Communications Rapid Offer Design and Order Delivery Solution](#) using Platform as a Service (PaaS) and Infrastructure as a Service (IaaS) together with, pre-built integrations to customer facing Software as a Service (SaaS) components. Pre-defined, benchmarked customer journeys and process libraries allow fast development and delivery of offers to customers – aimed at increasing customer satisfaction and engagement while reducing CSPs’ cost and time to market.

“Offer design and order delivery is a critical business process for CSPs. Now, they have an opportunity to differentiate themselves by simplifying and speeding up this process, while significantly reducing the risk required to achieve it,” said Carl DCosta, Vice President, Alliances & Channels for Oracle Communications. *“With Oracle Communications Rapid Offer Design and Order Delivery solution at the core, Capgemini has delivered a solution that leverages its agile cloud platform and expertise in business transformation, that can enable CSPs to create innovative services more quickly, and with lower upfront investments.”*

“Telecom providers are facing a major threat from changes in customer behavior and over the top (OTT) players. As the global economy becomes increasingly digital it is vital that CSPs reinvent their business model, simplify operations and provide new services that enable them to address consumer expectations seamlessly across all channels,” explains Jacques Assaraf, Corporate Vice-President Telecommunication, Media and Entertainment (TME) at Capgemini Consulting. *“Our work with Oracle can help resolve unique telecom market challenges by supplying high performing and scalable solutions that deliver the skills and expertise providers*

need to address complex, arduous infrastructure concerns, while reducing TCO and increasing speed to market.”

In a recent research report on CSP Digital Services Enablement Gartner noted that *‘The transition to become a digital services provider will be difficult for CSPs. The behaviors and skills that CSPs have mastered for legacy IT are potential hindrances. Adopting and instilling new methodologies and approaches will be crucial in enabling the CSP to respond rapidly to capture market opportunities and deal with the high levels of uncertainty inherent in emerging digital ecosystems’*¹

The new solution, offered in collaboration with Oracle, is designed to ensure telecom providers remain competitive in a dynamic and challenging environment. It provides a comprehensive suite of end-to-end business support system solutions with multiple deployment options – cloud, hybrid and on-premise. It can enable faster, integrated managed services including order entry and management, billing and catalogue management. Built on Oracle Communications Rapid Offer Design and Order Delivery solution, and enhanced by Capgemini Consulting’s industry-proven methodology – FAST Digital Telco – the solution can help CSPs seeking to digitize customer experience, simplify and harmonize business processes, and optimize operations.

The offering combines integrated IP-based digital assets from Capgemini and Oracle that provide a scalable, standardized, predictable managed service for CSPs to improve their order to cash processes. The combination of Capgemini Consulting’s business and industry expertise with digital transformation capabilities and the Oracle solutions, can allow the creation of innovative customer journeys as well as simplified and harmonized operations to be quickly developed and implemented.

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¹ Source: Gartner Inc, Hype Cycle for Communications Service Provider Digital Services Enablement, 2015, Neil Osmond, Kathie M Hackler, 14 July 2015