

# Convergent, Real-time Services for the Digital Lifestyle



## Capgemini's Convergent Business Support Systems Solution for Communication and Digital Service Providers

Today's digital lifestyle demands any time, any place, any device delivery of content, information and voice. This hyper connectivity and digital convergence are fundamentally changing the landscape for customers and for digital and communication service providers. Companies providing subscriber-based services are increasingly pressured to introduce new products and services faster, to constantly innovate, and to lower their costs in order to remain competitive.

Convergent Business Support Systems is a unique, Capgemini solution for High-Tech, Media, Information and Communication Service providers with multiple digital, subscription-based products and services to help them more easily create, manage, bundle, offer and bill their B2B and B2C customers for subscription services. Based on Oracle's Billing and Revenue Management (BRM) platform — yet focused on the customer experience — Capgemini's Convergent Business Support Systems is a cloud-based solution that is affordable and fast to implement.

## What do you get with Convergent Business Support Systems?

- An integrated, Oracle-based solution for bundling, billing and managing subscriptions across multiple digital channels
- Pre-configured workflows, use cases, test scripts and accelerators based on industry best practices, pre-built by Capgemini and ready for fast deployment
- An affordable, rapid implementation with a clearly defined scope, timeframe, training and technical documentation; a pre-defined implementation for a fixed price
- An experienced implementation team
- Optional ongoing support and maintenance
- A flexible solution that can quickly adapt to emerging market needs

### *If you need:*

To easily create, manage, bundle, offer and bill for subscription services across multiple products—including package discounts and multi-channel customer care—so you can better compete, but you are worried about the time and cost...

### *Then you need:*

Capgemini's pre-configured, pre-integrated, Convergent Business Support Systems, cloud-based solution leveraging Oracle software that allows for quick implementation and an affordable SaaS-based subscription cost for a lower total cost of operation.

## Legacy Systems Can't Keep Up

Homegrown or point solutions for customer care and billing systems can be difficult to maintain. Companies trying to grow their services soon realize the difficulty of connecting disparate systems and the pain of out-of-sync data. As a result, subscriber offers are not optimized and agents are missing revenue opportunities.

## Convergent, Real-time Services

To compete in today's hyper-connected, digital environment, service providers need systems that make it easy to quickly introduce innovative product and service bundles with:

- Complex pricing and discounting
- Real-time interaction and engagement with customers
- Efficient ordering and billing care
- Proactive notifications

In particular, convergent charging and policy management are key enablers in harnessing these new revenue streams.

At stake is the ability to deliver a better customer experience with real-time billing and balance management, self service, and convenient multi-channel access to customer care.

## The Convergent Business Support Systems Solution

Capgemini gives service providers the power to grow and succeed in today's hyper-connected, digital world. Our Convergent Business Support Systems solution for the digital services industry delivers convergent charging and policy management solutions in a secure, private cloud, significantly lowering the Total Cost of Operations.

It starts with Capgemini's proprietary Customer Experience Framework, based on a comprehensive set of Customer Journeys and User Stories that have been mapped to industry standards. Drawing from 500+ pre-defined industry business processes, over 2,000 use cases, and more than 10,000 test scripts aligned with the business processes and use cases, the framework also includes ready-made product workbook, pricing and billing templates covering a wide range of product offerings.

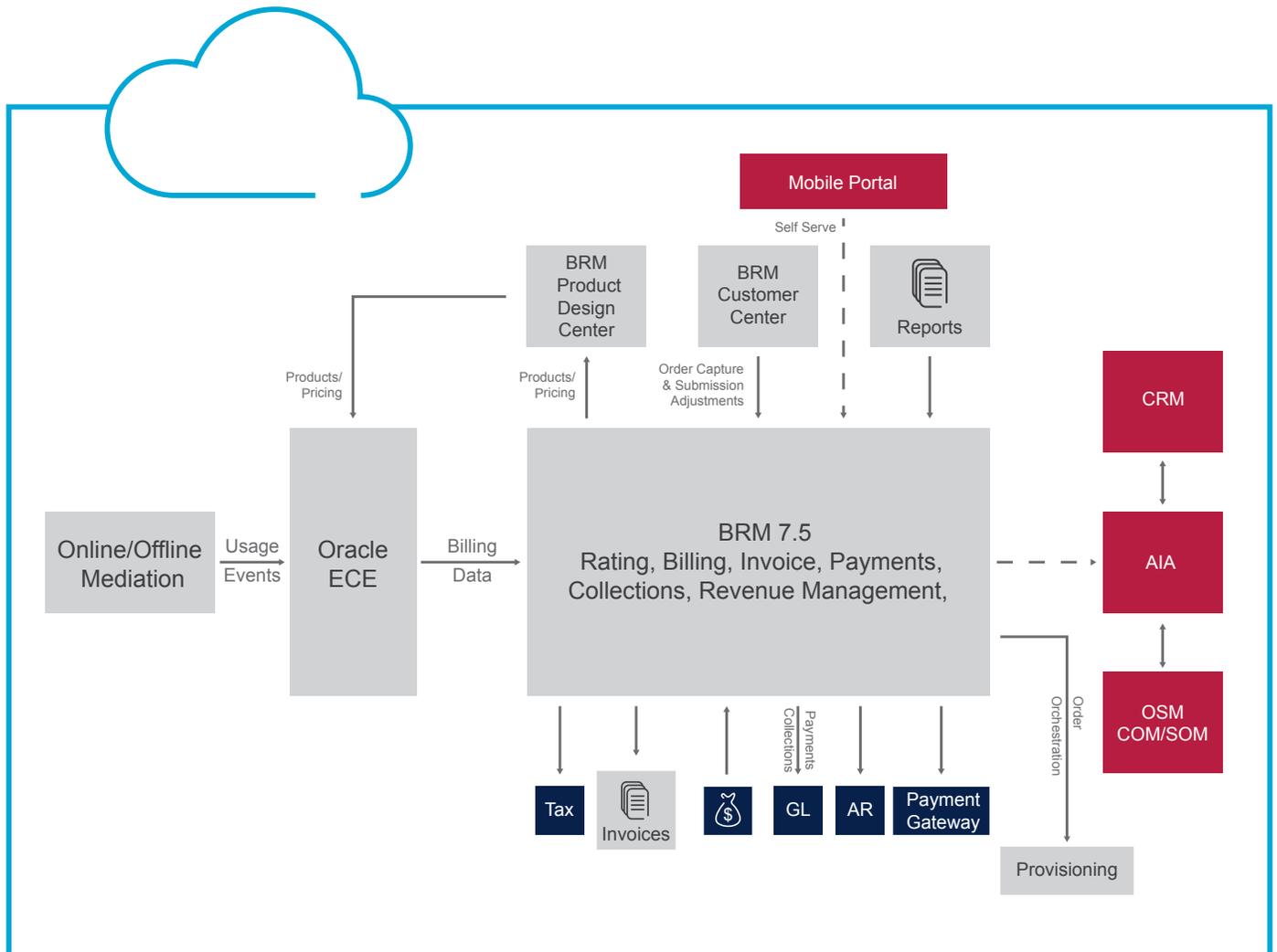
Key processes built into the order flow help streamline operations, including: credit profile management; contract and subsidy management; port-in process; bulk plan and add-on changes; number management and number reservation; and many more. These elements are pre-configured and pre-loaded into the Oracle-based solution, along with other accelerators that reduce implementation time and cost. A typical deployment is 9 to 12 months.

Capgemini's Convergent Business Support Systems solution is offered with turnkey application support, billing operations support and user training for an affordable, monthly subscription price. This SaaS-based model allows service providers with small IT budgets and limited manpower to compete effectively with larger service providers.

### Capgemini and Oracle: A Winning Team

As an Oracle Diamond-level partner, Capgemini helps you maximize the business value of Oracle's cutting-edge technology. We have:

- Over 13,500 Oracle specialists worldwide
- Completed more than 4,000 successful implementations of Oracle solutions
- Recognition by Gartner Inc. as a leader in the Oracle Implementation Services Magic Quadrant





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*See a demo of our  
Convergent Business  
Support Systems  
solution: contact  
Capgemini today.*

*This SaaS-based  
model allows service  
providers with small  
IT budgets and  
limited manpower to  
compete effectively  
with larger service  
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## About Capgemini

Now with 180,000 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, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. 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

[www.capgemini.com](http://www.capgemini.com)

For more details contact:

**Uday B Nandivada**

Principal & Solutions Lead  
High Tech, Entertainment & Communications Business Unit

[uday.nandivada@capgemini.com](mailto:uday.nandivada@capgemini.com)

**Michelle Mindala-Freeman**

Vice President  
High Tech, Entertainment & Communications Business Unit

[michelle.mindala@capgemini.com](mailto:michelle.mindala@capgemini.com)