



# Italian Telco Provider Streamlines Business Process; Eliminates Critical Errors & Increases Productivity

**Oracle  
implementation  
helps consolidate  
partner relations  
and carves agile  
business plan**

## **The Situation**

With almost 21 million mobile subscribers worldwide, the Italian telecom provider wanted better optimization of application development and was on the lookout for an application management services partner. Additionally, the provider wanted to consolidate and reduce the number of strategic providers for application services. In short, they needed to formulate a new sourcing and implementation strategy to ensure better streamlining of business.

## The Solution

Capgemini conceptualized a telecom transformation which replaced the legacy support system connected to the Account Receivables and Credit Management processes with a new package based solution built on Oracle E-Business Suite, Oracle Financial Analytics and TIBCO. Additionally, Capgemini has taken responsibility for the end-to-end operational management of the provider's application development and applications maintenance allowing for a much simpler landscape with fewer strategic providers.

Capgemini currently provides end-to-end application development and maintenance of all the applications belonging to the Credit Management area, and in order to arm the provider with a view into the future, Capgemini has suggested an improvement plan on the legacy systems that are business critical in order to reach the same quality and availability of the AREM system.

## The Result

From a business operations point of view, the telecom provider has achieved significant improvement in lead times and quality of all main critical business processes managed in CREDIT application domain (like Financial Close Management, Credit Collection Service Order Management, among others).

Capgemini's agile and state-of-the-art business model has ensured that the provider has achieved higher incident management and user support capabilities in a short span of time.

Within a few months, the provider was delighted with the quality of the service delivered by Capgemini on the AREM system enabling them to full fit all the credit lifecycle with no escalation. Capgemini also collaborated with the provider's external vendors that were engaged with a competing service integrator.

The provider is confident of a net 3% increase in overall productivity per year, as well as being able to achieve a reduction of bad debt and a decline in customer churn owing to wrong additional payment request and late reactivation after debt payment.

## About Capgemini

With more than 125,000 people in 44 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2012 global revenues of EUR 10.3 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.

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