Prodapt.
powering
global telecom

AMDOCS CRM SERVICE OFFERINGS

Amdocs CRM (earlier known as Clarify) is one of the market leading CRM systems that has helped corporations develop a differentiation amongst competition by creating a simplified customer experience across multiple channels.

A distinguishing feature of Amdocs CRM is the various adaptations that it allows for Organization specific business processes, nomenclatures, workflows and integrations with other systems.

To harness the full power of Amdocs CRM, it is essential to periodically upgrade the CRM for any of the reasons below:

- **Technology obsolescence -** Older versions may not support infrastructure modernization - either Hardware, Systems software, Database software or 3rd party software – such as Linux support and newer versions of the Oracle Database
- **Total Cost of Ownership(TCO) reduction -** Reducing costs involved in maintaining older releases versus newer versions – such as moving to code distribution using JNLP to save on the effort and cost of software distribution
- **Creating a better user experience -** Moving from the Windows style Classic Client to the Java based Smart Client
- **Performance improvement -** System Performance issues are resolved in newer versions of the product

During such upgrades, it is also important to maintain the customer-specific customizations in the system. Upgrading a heavily customized CRM, while retaining the customization, is a unique challenge. As a trusted partner to Fortune500 customers, Prodapt provides a proven approach to upgrading Amdocs CRM and delivering end-to-end lifecycle services.

COMPETENCY

Prodapt's Amdocs CRM practice provides Technical, Program leadership and Lifecycle Services in the Amdocs CRM space. The practice comprises of consultants with over 20 years of experience across multiple iterations of the product and alumni from Amdocs, Clarify and Nortel companies that worked on the product development as well as deployments of the product at customer locations.

Our expertise includes:

- Product version upgrades (including skipping multiple versions at a time), database upgrades and customized tables upgrades

- Porting code from Classic Client (Fat Windows Foundation Classes based Client) to Smart Client (Java based Client) while maintaining or enhancing the functionality of the customized code
- Experts in reducing the upgrade related downtime
- Implementing and optimizing forms and interfaces
- Testing Practice that creates full backward functional compatibility
- Templates of Project Plans
- Deployment of the Enterprise flavor of the product for Telecom Clients

OFFERINGS

Prodapt's Amdocs CRM practice provides the following services as a project or as part of a customer team:

1. Planning and Managing the system transformation, including

- Program and Project Management
- Coordination with the customer IT organization, on-going development and support teams of the customer, other vendors that are providing services to the customer
- Knowledge Transfer to the customer on-going support team during the project

2. Classic Client to Smart Client upgrade

- Customized Forms upgrade from the Clarify Basic (a version of Visual Basic) based Classic Client to the Java Based Smart Client
- Implementation of JNLP for managing software distribution
- Optimization of various components for the Smart Client platform

3. Version upgrade

- Version upgrades including hopping multiple versions in a single upgrade
- Incremental upgrade approach to reduce the Database Upgrade time to a minimum

4. Maintenance & Support

- On-going Maintenance and Support including Enhancements, Bug fixing, Performance Improvements and Mechanized interfaces to other systems

5. Integration & Customization

- Integration with Call Center Application and Backend Systems

CASE STUDIES

Multiple version upgrade for a Fortune 100 Telco Operator:

Prodapt successfully completed a significant Amdocs CRM upgrade with multiple hops from Clarify 12.5 to AmdocsCRM 8.1 on time and within budget. The project included porting the customized forms from Classic Client to SmartClient, upgrading the Database Version from Oracle 9i to 11g, changing the Hardware Platform and the Operating System.

CRM performance improvement for a US based major wireless provider:

Prodapt helped a US based wireless provider improve the system throughput significantly while implementing Business Continuity for their Clarify CRM system.

VALUE PROPOSITION

- ➡ Reliability that comes from years of experience and presence of Product Vendor Alumni in the development and services domain on the team.
- ➡ Strong track record of delivering services to Amdocs CRM customers
- ➡ Minimal down time - Normal downtime associated with an Amdocs CRM upgrade, multiple version Hopping in particular, may take multiple days. Prodapt's incremental upgrade approach can help reduce the downtime to a minimum.
- ➡ Cost advantage delivered by 'Dual Shore Model' utilizing on-shore and off-shore Amdocs CRM expertise
- ➡ Prodapt supports a construct and deliver model, where we perform the upgrade with minimal involvement of the client on-going support team, and then hand over the upgraded system to the on-going support team
- ➡ Expertise in providing integration with Billing, Mediation, Activation and Provisioning systems
- ➡ Well-defined strategy and innovative business models for faster integration and effective and efficient support

ABOUT PRODAPT

Prodapt is a leading provider of IT and engineering services with a major focus on the communications industry. Prodapt works with communications service providers (CSPs), ISVs, and NEM customers to help maximize value and reduce cost from IT and network engineering investments. Synapt, the IoT division of Prodapt, has established its dominance in the IoT market with cutting-edge solutions, services, and products.

Headquartered in Chennai, India, Prodapt has additional locations in India, US, Europe and South Africa. Prodapt is part of the 120-year-old Indian business conglomerate, the Jhaver Group. The Group employs over 16,500 people across 64 countries.

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