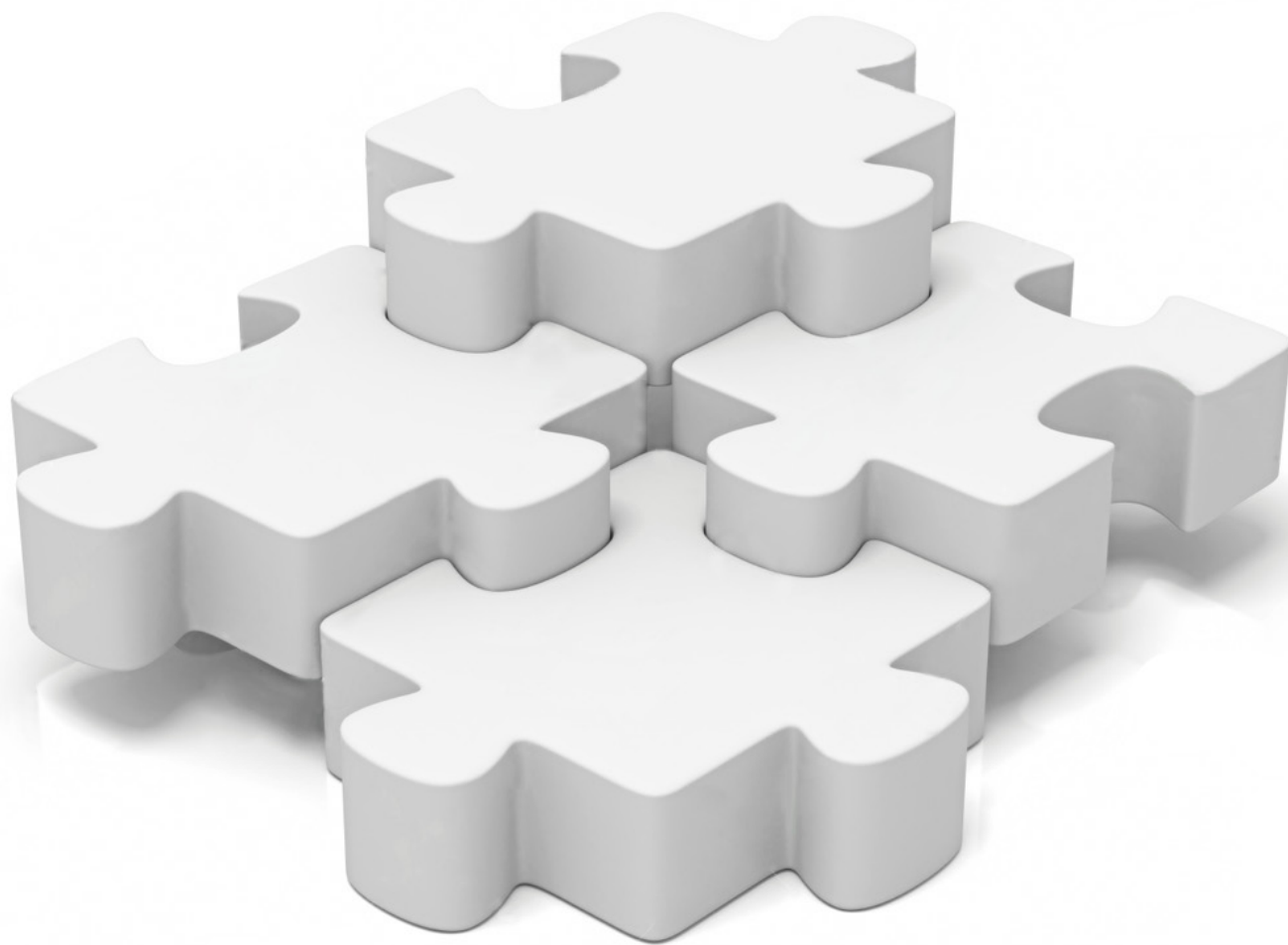


METASOLV SERVICE OFFERINGS



Today's Communication Service Providers live with a progressive MetaSolv stack that constantly changes, often requiring upgrades/enhancements. And, decades of new customer product offerings, business process changes, home grown systems etc. have introduced the need for customers to consolidate, integrate and migrate.

As a result, there are limitations and complexities introduced in to the MSS landscape that need to be efficiently addressed by the customers to fully leverage the benefits of the solution.

With over a decade of experience in managing MetaSolv for top Communication Service Providers, Prodapt understands the common challenges faced by customers.

- ➔ As customers' business markets evolve, Network Engineering has an immediate need for an efficient manner to access, manage and validate service availability.
- ➔ Continual business need for a consolidated platform across applications enabling seamless navigation and swivel chair process reduction.
- ➔ Improve operational efficiency to keep pace with the constant industry changes.
- ➔ Customers face the need to balance costs without compromising stability, performance and functionality across an ever-increasing range of legacy, hosted and proprietary systems.

Prodapt has a strong history managing the MetaSolv application environment with demonstrated success in reducing maintenance costs and surpassing service level agreements. With the right mix of skilled professionals, processes, technology and infrastructure, Prodapt is a one-stop-shop for all of customers' MetaSolv needs.

COMPETENCY

Prodapt's MetaSolv practice provides technical, business consulting, program leadership and lifecycle services for the MetaSolv eco system.

Our practice is comprised of consultants with over 14 years experience across multiple versions of the application. Our team of seasoned experts includes members from MetaSolv's early beginnings, and Oracle that have experience working in product development, production support, as well as client site deployments.

Our expertise includes:

- ➔ Product version upgrades (including skipping multiple versions at a time), database upgrades, customized upgrades, and over 20 OBF ASOG releases.
- ➔ MetaSolv Center of Excellence – creates reusable templates/components, accelerators and in-house automation tools.
- ➔ Specialize in business process framework(eTOM), information framework(SID), application framework(TAM) and integration framework.
- ➔ Expertise in various network technology including – cable, POTS, VOIP, SONET, MPLS and Optical Networks

OFFERINGS

① MetaSolv Upgrades/Migrations

- Migration of legacy systems/other COTS systems to MetaSolv
- Upgrading complex customized solutions
- Migration to and from server infrastructure (ex. HP/Sun servers)

② MetaSolv Business Refactoring

- Evaluate ecosystem to provide customized roadmap for optimized solution(s) for Integrating, Migrating, and Consolidating
- Automation with various MetaSolv modules using out-of-box APIs and/or customized solutions
- Data Quality Management – data quality assessment, data cleansing
- NIC – Network Inventory Consolidation solutions to optimize network and capacity planning

③ MetaSolv Production Services

- Managed Services Solutions
- Custom production dashboard
- Performance trend analysis

CASE STUDY

Upgrades/Migration

Prodapt is a chosen partner to the client for migration engagements during acquisitions. Prodapt has managed data migration from legacy/other COTS/MSS to MetaSolv across 4 acquisitions and has migrated over 4 million customer records to the client's MetaSolv applications to date.

GIS-MSS Integration

Business lacked integration between geospatial information systems and logical inventory. Prodapt applied an integration solution allowing end-to-end view with OSP and ISP items up to transport layers, allowing for capacity planning, optimal resource utilization and potential customer growth.

Zero Touch

The invoice automation and audit process of our client involved extensive manual processing and offered limited visibility into invoice spending. Prodapt provided automated solutions and executed projects that involved automating the back office functions such as payables and auditing.

MetaSolv Production Services

Our Client wanted to ensure maximum availability of their MSS 6.0 for users by improving services to customers and reducing total cost of ownership. Prodapt provided 24x7 helpdesk support, on-going maintenance, ticket management and functional enhancements to MSS 6.0.

TOOLS AND FRAMEWORK

Prodapt uses a variety of industry best practices, in-house developed and COTS tools. Our toolbox provides added value - aligning our expertise with business' changing demands.



Accelopro 2.0 - Migration tool

- Prodapt's in-house accelerator for data migrations provides faster, risk free, accurate migrations from Legacy/MetaSolv/other COTS sources to MetaSolv application.

Program Management Dashboard

- Home grown support system providing graphical root cause incident representation
- Snapshot of project pipeline, project effort and approval status updated and tracked systematically

Automated Testing

- Enables significant reduction in time taken per testing iteration for application releases and ensures full test coverage with shorter time frames

JIRA – Project management tool

- Manages project controls and secures accountability with each phase with customized reporting

SVN – Managing your code deployments

- Controls the quality of the environment

VALUE PROPOSITION

- ➔ Reliability that comes from years of experience and presence of Product Vendor Alumni in the team.
- ➔ Cost advantage delivered by 'Dual Shore Model' utilizing on-shore and off-shore MetaSolv expertise.
- ➔ Prodapt is a certified Oracle Gold Partner.
- ➔ Pre-configured components, in-house tools and frameworks ensure strict adherence to SLAs, cost-effective implementation and upgrades.
- ➔ Prodapt's major Communication Service Provider clients have saved millions of dollars on annual maintenance costs and ensured 99% system availability.
- ➔ Over a decade of experience delivering complex MetaSolv projects for major Telecommunications Providers. Long-time clients have rated Prodapt's maintenance services as outstanding and have awarded 'Preferred Partner' status.
- ➔ Prodapt's 'Telco-only' focus with the flexibility of dual-shore model has been a key success factor for our clients in minimizing engagement risks associated with control, time and cost.

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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