

TELECOM BUSINESS PROCESS SERVICES

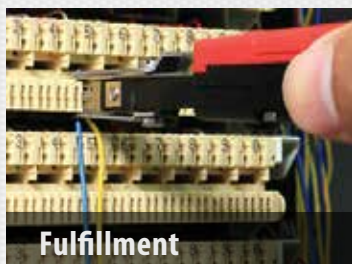
Unleash Full Business Value Through Process Optimization Services



The only thing that is constant is change

Telecommunication industry has been witnessing significant changes over the years with evolving technology, demanding customers, continuous service improvement, mergers & acquisitions (M&A) and many other challenges that affect their day to day operations. Organizations must continuously find ways to optimize their business processes to become more efficient and effective while keeping customers satisfied. Business Process Optimization provides guidance on What, When and How to improve & eliminate process inefficiencies, enhance operational performance and increase overall profit margins. With the right partner, organizations can augment their existing business processes and ensure those process changes will provide improvements to operations and implement them effectively with minimal cost.

Prodapt's offerings aligned to eTOM Framework



Fulfillment

- ▶ Order Entry & Validation
- ▶ Feasibility Checks
- ▶ Resource Allocation
- ▶ Service Activation
- ▶ Service Testing
- ▶ Handling Fallouts & Exceptions
- ▶ Customer Communication
- ▶ Workforce Management
- ▶ Directory Assistance
- ▶ Supplier/Partner Management
- ▶ Sales & Marketing Support



Assurance

- ▶ Problem Management
- ▶ Incident Management
- ▶ Trouble Ticket Creation
- ▶ Fault Diagnosis
- ▶ Track and Manage Ticket up to Closure
- ▶ Quality of Service Management
- ▶ Service Level Agreement Monitoring
- ▶ Customer Winback
- ▶ Equipment Management and L1/L2 Support



Billing

- ▶ Pre/Post Bill Checks
- ▶ Revenue Assurance
- ▶ Bill Generation
- ▶ Bill Invoicing
- ▶ Interconnect Billing
- ▶ Bill Inquires
- ▶ Manual Bill Consolidation
- ▶ Bill Rating & CDR Correction
- ▶ Receivables Management
- ▶ Collections & Posting



Network Management

- ▶ Network Planning
- ▶ Network Performance Management
- ▶ Network Provisioning
- ▶ Network Design
- ▶ Network Inventory Creation & Reconciliation
- ▶ Network Digitization

Process Consulting

Business Intelligence and Analytics

Process Documentation

Prodapt's Operational Enablers

We Practice 'No Surprise Framework' across our operations

Prodapt's operational framework help customers get complete visibility and control by ensuring transparency across various stages of project life cycle from start to finish.



Tools & Technology with pre-templated tool kits to drive improved efficiency.



Conversion of tribal knowledge to Standard Operating Procedures (SOP) and Process Maps.



Business Intelligence & Analytics provides real-time data with proper and meaningful insights to improve the decision making process faster and more efficiently.



Better process risk assessment and mitigation through Failure Modes Effect Analysis (FMEA) across process life cycle.

Why Prodapt ?



Depth in Telecom

Prodapt has complete understanding of telecom customers' needs and operational challenges with strong domain capabilities and competencies across OSS/BSS, Network Product Engineering, M2M and Process Outsourcing and Optimization services to fulfill and service all customer needs.



Telecom Process Experience Lab

Prodapt's unique way of imparting telecom process knowledge through combination of physical network demonstration and coaching by industry process experts help understand the end customer requirement during process transactions.



Onshore – Offshore Model

Multi-shore delivery model augments Prodapt's size advantage by bringing together delivery/program leadership across different geographies thereby ensuring proper alignment to address corporate culture, national culture and cross-culture competencies.



Optimization Model

Prodapt's model ensures optimization of deliverables across the process life cycle by practicing embedded Six Sigma culture, targeted annual improvement plan, bottom-up approach and measure of success.



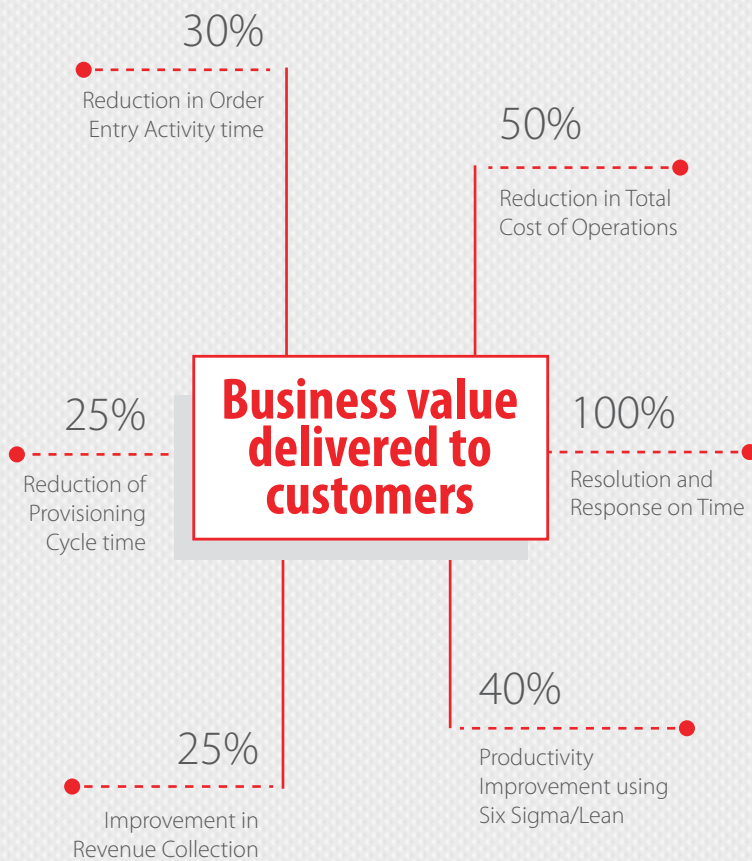
IT- BPO Synergy

At Prodapt, the delivery organization work as Integrated IT and BPO teams to help analyze business problem from an end-to-end perspective of People, Process and Technology with 360° view of each problem statement.



Accolade

Prodapt has been recognized in a number of awards including "Excellence in People and Communications" and "Fun at Work" by Asia Outsourcing Congress during their Annual BPO Excellence Awards for truly demonstrating strong domain focus and people-centric culture that helps deliver quality and value to customers.



Case Study

Order Entry to Activation for a leading telecom service provider in US

Customer Challenges

- High cycle time
- Delay in work allocations
- Increase in order pending for order corrections

Prodapt Solution

- Implemented screen scraping tool to capture and validate information
- Implemented Auto E-Mail generation functionality for struck order status
- Auto-validation functionality to check the data for discrepancies
- Automation and consolidation of MIS reports to generate timely and accurate reports

Benefits

- 30% reduction in operational cost through process automation
- 40% improvement in overall productivity
- Reduction of cycle time from 56 hrs to 20 mins enabling faster time to market

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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