

How can Accenture
Network BPO Services
help you achieve greater
business value?

High performance. Delivered.

Did you know?

Accenture can deliver business results for your organization like these:



Migration of customers down from **18 to 2 minutes** based on automation



Reduced non-productive service assurance ticket dispatches by **5%** within 1 year



Improved customer experience and net promoter score from **-30 to +35** within 12 months



Revenue acceleration of **\$7M** by meeting customer desired due date

SEE HOW WE DELIVER

We understand what communications service providers need and the challenges they are facing.

Communication service providers face the challenge of supporting dramatically increasing usage with flat or decreasing revenues; operating legacy platforms while building capabilities for the next generation of networks, products and services; and delivering exceptional customer service to gain market share in the face of increasingly broad and diverse competition.



Improve customer service quality, reliability and predictability



Increase network and operational agility, quality and scalability



Enable high performance for increased value generation

Delivering business value through BPO.

Accenture Network BPO Services helps communication service providers transform their operations and improve value generation by improving customer experience, capex efficiency and reducing cost-to-serve. We provide a wide range of services across back-office and network functions and processes, from fulfilment and assurance to field force operations to network design, deployment and testing. Drawing upon our recognized market leadership and more than 20 years of experience in the network industry and BPO market for delivering predictable and tangible business outcomes for our clients, we help clients improve their competitive advantage.

Accenture Network BPO Services



Network Engineering & Optimization
Improve time-to-market, CAPEX and OPEX efficiency with industrialized network design, deployment and migration.



Service Fulfillment
Accelerate the "order-to-activate" business process and improve the customer experience by applying predictive analytics; implement new ways of working; and increase responsiveness, automation, flexibility and quality—all while lowering cost-to-serve.



Field Force Management
Automate forecast, schedule and dispatch, and orchestrate the optimization of field work to meet expectations of our clients' customers.



Service Assurance
Ensure "always on" by leveraging analytics to help clients be more proactive and responsive to customers, minimize service failure, reduce time to repair and increase quality of customer experience, while significantly lowering costs.



Access Management
Lower network cost via contract novation and optimization, carrier network and operational analytics, and optimization of payments and audits.

Key Network BPO Differentiators



Business focused engineers and professionals
This enables us to drive innovation and transform our clients operations—supporting them to grow and become the communication service provider of the future.



Embedded analytics
Crisp reporting, dashboards and analytic services—both within root-cause analytics and predictive analytics—are embedded in all we do and based on robust proprietary methodologies and assets.



Superior and highly automated for stable, scalable and flexible operations
Optimizing legacy and infusing new tools and technology—in line with industry logical operating model. Short time to outcome and supporting our clients moving towards digital and cloud.

Accenture Network BPO is different



More than 20 years of operational experience in Network BPO



Over 4,500 Network BPO professionals with a high level of industry-relevant certification (e.g., Cisco, Juniper, ITIL, eTOM)



240+ business advisors within our delivery centers



Tens of millions of customers served



\$7 billion in third party access charges validated per year



For 10 consecutive years, Accenture has been ranked the top ITO/BPO provider—IAOP Global Outsourcing 100



Automation Factory: Within 12 months implemented 70+ automation tools resulting in up to 80% improvement in productivity



\$37 million+ additional savings delivered to clients within the last year through analytics, innovation, process re-engineering, automation and process excellence



650,000+ complex provisioning orders and trouble tickets completed monthly

Client Speak

How Accenture Helped a Leading Communications Service Provider

Achieved operational excellence through Network BPO by leveraging analytics to help drive process standardization.

Delivered a 30 percent decrease in field technician contacts to the dispatch help desk.

Drove down Tier 1 repair consults to the dispatch service center by 50 percent in 90 days.

How Accenture Helped a Leading European Telecommunications Provider

Assumed responsibility for order management and provisioning activities.

Achieved savings of 55 percent, significantly higher than the 39 percent originally estimated, and a projected 50 to 60 percent for the five-year contract period.

Improved customer satisfaction by increasing first-time right resolutions from 85 to 99 percent and significantly reducing lead times and rework by approximately 80 percent.

How Accenture Helped Cometa

How Accenture Helped TDC

Streamlined operations and improved customer satisfaction within the initial six months. The provider experienced an increase from 80 percent to more than 90 percent for first-time-right completion of network-related orders.

Order processing turnaround time reached 98 percent processed within 24 hours, exceeding goal of 70 percent of orders processed within two days.