

A large, stylized orange chevron graphic pointing to the right, serving as a background for the text.

High performance. Delivered.

Accenture Network Services: Shifting to a Higher Gear

Communications, Media and Technology

Video Transcript

Accenture Network Services: Shifting to a Higher Gear

Accenture Network Services

A comprehensive set of services that helps communications and cable service providers transform, optimize and manage back office operations to achieve a higher level of performance.

- Improvement of Key Performance Measures:
 - On-time delivery
 - Productivity
 - Customer satisfaction
- Significant year-over-year cost savings
- Ability to efficiently scale for growth and consolidate legacy operations

Our services support key functions across the end-to-end network operations lifecycle

- Networking Engineering and Optimization
 - Network Deployment Planning & Management
 - Network Inventory Data Quality Management
- Service Fulfillment
 - Product/Service Quoting & Pricing
 - Order Management
 - Provisioning
 - Test & Activation
 - Access Management
- Service Assurance
 - Proactive Network Monitoring
 - Technical Support
 - Ticket Triage & Resolution Management
 - Service Performance, Analytics & Reporting
- Field Force
 - Capacity Forecast & Planning
 - Scheduling & Dispatch Management
 - Field Support
 - Onsite Performance, Analytics & Reporting

(High Bandwidth / Low Bandwidth / Voice / Triple Play / Managed Services)

Accenture has been operating at scale to sell, deliver and maintain voice, data and video services for our clients since 1998.

Today, we complete:

- 500,000 B2C orders per month
- 50,000 B2B orders per month

- 100,000 B2C trouble tickets per month
- 30,000 B2B trouble tickets per month

And validate:

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

We process third party transactions in a service bureau model or as a user of our clients' systems:

- Access Service Requests (ASRs)
- Local Service Requests (LSRs)
- Number Porting
- E911

We perform these services using established delivery methodologies...

- Metrics and Analysis
- Agent and Team Scorecards
- Root Cause Analytics
- Continuous Improvement
- Business Continuity Planning
- Quality Management

Enabled by our Global Delivery Network

The largest and most diversified group of technology, business process and outsourcing professionals in the world:

- 50+ delivery locations
- 170,000+ people
- Deep industry knowledge, skills and certifications
- 3,000 professionals supporting Network Services projects for clients around the globe.

Our market-tested, industrialized assets provide a solid foundation for driving operational performance and improvement:

- BPO Navigator
- LSR Clearinghouse
- Ticket Triage Platform

...while our workforce optimization and management capabilities help

enhance quality and productivity:

- Operational Forecasting
- Workforce Scheduling
- Agent Performance
- Dynamic Work Routing & Prioritization
- Workforce Reporting & Analytics

We apply these capabilities to both the Accenture and retained workforces to help ensure a fully integrated operation and seamless transformation.

The powerful combination of our capabilities, talent and industry experience is reflected in our established track record of delivering tangible performance improvements.

TYPICAL CLIENT RESULTS INCLUDE UP TO:

- 50% in cost savings
- 33% reduction in order completion intervals
- 25 – 30% improvement in productivity
- 97 – 99% on-time transaction completion
- 25 – 50% improvement in customer satisfaction scores

Industrialized technologies; measurable outcomes; optimization; mature leadership structure; customer focus; dramatic cost savings; secure and stable delivery; transformation; higher productivity; transactional pricing; efficient scalability; integration of end-to-end processes; diverse locations; continuous improvement; rigorous quality; skilled workforce.

Accenture Network Services: Shifting to a Higher Gear

Accenture High Performance. Delivered.