

**ACCENTURE
REAL-TIME OSS:
REDUCING TIME-TO-MARKET FROM
MONTHS TO DAYS AND OPERATIONS
FROM DAYS TO SECONDS**

Today's omnipresent connectivity is powering the promise of the Pervasive Network – a world where businesses are totally connected, where the shift to full IP services has completely removed the technology barriers that previously bound communications services to the physical network layer and where all digital communication services can be now designed and delivered with an “over-the-top” approach.

This technological evolution is creating the opportunity for CSPs to:

- **Change** the way they build and operate their network infrastructure,
- **Open** their services to external ecosystem partners, and
- **Revolutionize** the way they design and deploy new services at speed.

Operational costs and time-to-market can be dramatically reduced, and automation and agility increased, all while delivering an improved, OTT-like digital customer experience that is powered by real-time fulfillment and service assurance throughout an extended portfolio of services.

Yet while this end state might be clear, the real challenge CSPs face is establishing the path to get there. Most existing IT architectures are not fit to support this change, or to enable a quick realization of benefit.

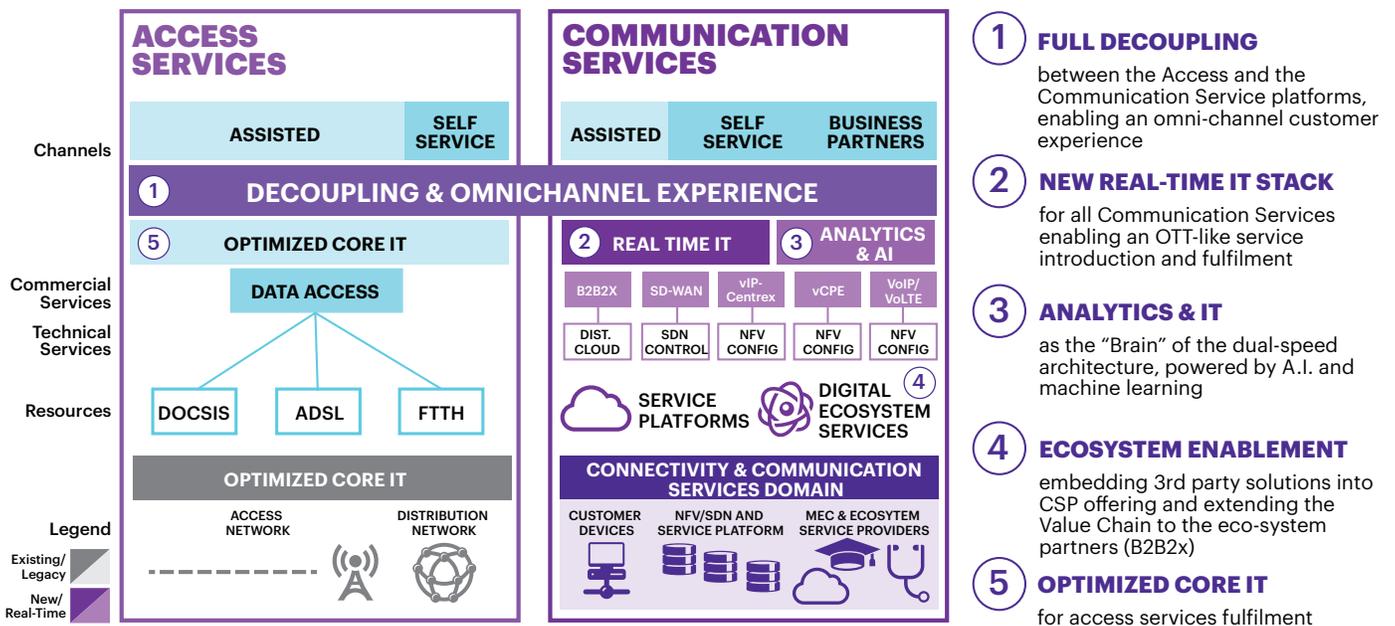


To overcome this challenge, we believe the answer is the adoption of a new multi-speed architecture, with a lean real-time IT stack created beside the legacy one.

This real-time stack will support all digital communication service, enabling customer centricity and agility that is powered by insight, analytics and open APIs.

The multi-speed architecture helps enable several important shifts:

- **From the current tightly coupled service model**, in which all communication services are designed, built and totally framed into the underlying network, to a fully decoupled service model, where all IP communication services are designed and managed with an OTT-like approach.
- **From a meshed design approach**, where services are directly connected with the underlying resources, through processes that are becoming more and more complex to manage all the possible combinations, to a fully decoupled design approach, where service design is significantly simplified by being insulated from the complexities of the resources underneath.
- **From a complex and siloed architecture to a dual-speed model in which the new**, lean real-time IT stack is created beside the legacy one, empowering CSPs with omni-channel customer experience, OTT-like service introduction and connection with ecosystem partners.



Real-time IT is at the core of this new paradigm. It is the key enabler of the business goals established within the service and resource functional domains.

Thanks to its unmatched experience, which bridges service creation from network to channels through service fulfillment, Accenture has built a distinctive approach to tackle this journey with a comprehensive Real-Time OSS offering.

Accenture's offering helps enable reusability, fast time to market and cost-effective digital service design and deployment through a fully decoupled microservices-based architecture. It is founded on building blocks designed with a bottom-up approach, supporting the seamless onboarding of new network functions into technical and commercial catalogues for B2C and B2B offerings. It enables customer-centric predictive assurance and an E2E network and services topology view.

This is made up of 5 core components:

- 1. End-to-End Service Orchestrator**
- 2. Real-Time Service Manager**
- 3. Real Time Federated Inventory**
- 4. Digital Assurance**
- 5. Real Time Usage Management and Policy Control**

The E2E Service Orchestrator enables dual-speed service fulfilment for core connectivity and digital services, managing synchronization between the two worlds.



The Real-Time Service Manager is a **lean, dynamic**, catalogue-driven and microservices-based **orchestrator** responsible for all Digital Services delivery. It is capable of hybrid network services configuration across physical and virtual network domains, and fast services onboarding through standard descriptors (e.g., NETCONF/YANG).

The Real-Time Federated Inventory is the inventory abstraction overlay that provides the E2E view of network, service and customer information across multiple domains and heterogeneous technologies, including real-time virtual network configuration, to effectively support digital services fulfilment and assurance. With this approach, an E2E topology view is made available without complex inventories transformations.

Digital Assurance is the customer-centric assurance component that focuses on the quality of service as perceived by the user, helping CSPs to move from a reactive to a proactive and predictive care approach through machine-learning and analytics technologies. Accenture offers a proactive care solution that identifies, in near real-time, customers at higher risk of experiencing issues; applies automatic mitigation actions to anticipate customer claims; and prevents calls and trouble ticket openings.

Real-Time Usage Management and Policy Control allows the CSP to harness information from real-time usage data, enabling a closed-loop data monetization process. This Accenture solution can find, collect, normalize and correlate data, providing a ready-to-go capability that enables the CSP to make real-time decisions regarding infrastructure investments, service management, network policies and premium offering campaigns.



WHY ACCENTURE KEY DIFFERENTIATORS

By providing a unique combination of vision, services, assets and skills, the Accenture Real-Time OSS offering delivers a distinctive value through the following key differentiating factors:

Business Oriented approach

Our product-independent approach aims at identifying the best solutions, tailored for each CSP's specific business needs and priorities.

Comprehensive E2E view

Accenture is uniquely positioned to provide the skills and ability needed to design and drive an E2E multispeed roadmap that bridges channels, BSS, OSS and network.

Ready-to-use solutions and accelerators

The offering includes a large set of proven and "ready-to-use" solutions and accelerators, spanning the five real-time OSS domains, and perfectly combined with our Customer & Channel proposition.

As you pursue the opportunities offered by Digital Transformation, Accenture is the partner who can help you pivot to the new, understanding your specific context and the breadth of your requirements, and translate those requirements into reality.

ABOUT ACCENTURE

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions – underpinned by the world’s largest delivery network – Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With approximately 401,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives. Visit us at www.accenture.com.

This document makes descriptive reference to trademarks that may be owned by others.

The use of such trademarks herein is not an assertion of ownership of such trademarks by Accenture and is not intended to represent or imply the existence of an association between Accenture and the lawful owners of such trademarks.