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Accenture Oracle Customer and Network Operations

Telestration Video Transcript

Communications, Media and Technology

If you are a communications service provider looking to transform your customer and network operations, Accenture and Oracle can help.

Together, the two companies can work with you to address the current industry challenges affecting your operations and to prepare for the next wave of customer requirements.

The two companies can work with you to implement a transformation program spanning business and technology... a complex but disciplined program that will deliver business value through a simplified technology platform.

Such a transformation is driven by a joint solution offered only through Accenture and Oracle...

It's based on Oracle's Concept to Cash solution and Accenture's services, industry-specific intellectual property, and field experience with clients around the world.

Oracle's Concept to Cash solution is commercial, off-the-shelf, pre-integrated end-to-end software. It provides the technology foundation that's critical to delivering the experience that customers demand. It offers functionality across six key Concept to Cash solutions for most communications service providers.

On top of Oracle's technology foundation, Accenture adds years of experience and success in transforming operations for providers. You can see this experience in the inventory of implementation tools, templates, accelerators and configurations that Accenture has developed on top of the Oracle platform, and delivered in this joint, field-tested solution.

For example, Oracle's Rapid Offer Design and Order Delivery solution — or RODOD for short — presents industry-leading, integrated order management capability right out of the box.

But the requirements of order management can differ based upon the product or service provided. Accenture's industry-relevant assets address the product-specific requirements of clients — letting those clients implement and leverage the

Concept to Cash solution faster and with lower risk...allowing them to roll out capabilities for wireless, wireline, fiber-based B2B services, metro-e, video, MVNO, triple play, and quad play, and more.

Another example of Accenture assets are the hundreds of industry Use Cases that will further accelerate deployment based on actual client requirements, industry experience, and in-depth knowledge of the Oracle solution.

These use cases span all of the Concept to Cash Solutions and are supported by a library of more than a thousand design and implementation tools.

Why should communications service providers work with Accenture and Oracle? Two simple reasons. First, Accenture and Oracle have a unique collaboration in this industry. They offer a compelling and singular solution resulting from each company's strengths and from extensive past successes in working together. And this strategic alignment means that Accenture's investments are aligned not only with industry priorities, but also with Oracle's solutions-focused product strategy and direction. The joint solution is designed to remain relevant as you upgrade and evolve your capabilities.

Accenture and Oracle work together cohesively ... using predefined models for delivery and governance. The result --

great teamwork and superior customer delivery. And at Accenture's Industry Solution Centers, Accenture invests in enabling industry-leading practices through Oracle technologies with input and collaboration from Oracle product management.

And here's the second reason: Proven business value. Our joint solution has achieved field-tested results at flagship accounts all over the world. Together, Accenture and Oracle can deliver your business benefit and your cost benefit more quickly...while helping to lessen your risk...reduce the complexity of your IT infrastructure...and save significant time in project implementation.

The power of this joint solution from Accenture and Oracle lets you deliver the right experience to the right customer at the right time. And lets you optimize your operating model to reduce cost, generate revenue, and help you prepare for whatever your customers will demand next. And that's business value.

Are you transforming your customer and network operations? Accenture and Oracle can help. Visit our website... Or book a demo in one of our Industry Solution Centers. We look forward to helping you prepare for the next wave of customer requirements, and transforming your operations.

www.accenture.com/oracle-comms-solutions