DID YOU KNOW? Accenture can deliver business results for your organization like these:

□ Increase service quality, productivity and predictability
□ Increase network and operational quality and scalability
□ Enable high performance for increased value generation

DELIVERING BUSINESS VALUE THROUGH NETWORK BPS

Accenture Network BPS helps communications service providers transform their operations and improve value generation by improving customer experience, capex efficiency and reducing time to market. We leverage industry leading automation technology, expertise in the network industry and outsourcing market, and advance our knowledge with proprietary in-house analytics. We support a wide range of services across back-office and network functions and processes, from fulfillment and provisioning to IT asset management. To deliver these services, we leverage automation and our digital workforce enablers.

Key Network BPS Differentiators

□ Unparalleled industry knowledge
□ Intelligent technology
□ Rapid delivery

Innovation is at the heart of everything we do in Network BPS. It’s in our service innovation programs, driven by robotic process automation and continuous innovation. We enable faster, better decision-making, with improved service quality and reduced time to market. Accenture consistently delivers intelligent digital operations fueled by analytics, automation and artificial intelligence.

Service Assurance

Service assurance services “scored” by benchmarking enable us to help clients be more proactive and responsive to customers, minimize service failure, ensure services are “always on” by leveraging analytics to help clients be more efficient and effective, reduce time to repair and increase quality of customer experience, while significantly lowering costs.

Network BPS Highlights

□ 90 percent of operations are automated.
□ 4,300+ Network BPS professionals with a high level of industry-relevant certification (e.g., Cisco, Juniper, ITIL, eTOM).
□ $7 billion in third party access charges saved per year.
□ $177 million+ additional savings delivered to clients within the last year through analytics, innovation, process excellence.
□ 15 years of operational experience within 12 months.
□ 98 percent of network-related orders processed within two days.

Our Solutions Address Your Challenges

Communications 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. At the same time they need to:

□ Reduce time to market for new products/services
□ Increase network and operational quality and predictability
□ Improve operational efficiency
□ Increase revenue and reduce cost-to-serve
□ Reduce lead times and rework by increasing first-time-right resolutions from 85 to 99 percent
□ Improve customer satisfaction

Our Network Business Process Services

Accenture Network BPS is built on a strong foundation of 15 years of experience in the services outsourcing market, we help clients improve their competitive advantage.

How Accenture Helped a Leading Communications Service Provider

European Telecommunications Provider

□ Assumed responsibility for order management, architecture design, operational consolidation and automation
□ Achieved 15% overall productivity gain within 12 months
□ Streamlined operations and improved quality, reliability and predictability
□ $177 million+ additional savings delivered to clients within the last year through analytics, innovation, process excellence.

Network Engineering

Service Assure

□ Accelerate the “order-to-activate” process, enabling onboarding and deployment.
□ Deliver fast time to support and improve network operations.
□ Realize significant productivity gains, reducing the average time to complete a task by 30% to 50%.
□ Reduce time-to-market for new services, reducing the time to market for new services by 30% to 50%.

How Accenture Helped TDC

□ Through automation and improved network satisfaction, TDC managed to turn a projected 50 to 60 percent for the five-year period. The provider experienced an increase of more than 15 percentage points in service access promoter score from fiscal year with the introduction of the 5G deployment and migration.
□ Increased network and operational quality, reducing the time to market for new services by 30% to 50%.
□ Achieved operational excellence through Network BPS by re-engineering, automation and artificial intelligence.
□ Lowered customer migration costs by 50%.
□ Increased lead times and rework by increasing first-time-right resolution from 85 to 99 percent.
□ Improved customer satisfaction.

How Accenture Helped a Leading European Telecommunications Provider

How Accenture Helped a Leading European Telecommunications Provider

□ Assumed responsibility for order management, architecture design, operational consolidation and automation
□ Achieved 15% overall productivity gain within 12 months
□ Streamlined operations and improved quality, reliability and predictability
□ $177 million+ additional savings delivered to clients within the last year through analytics, innovation, process excellence.

Our Solutions Address Your Challenges

Communications 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. At the same time they need to:

□ Reduce time to market for new products/services
□ Increase network and operational quality and predictability
□ Improve operational efficiency
□ Increase revenue and reduce cost-to-serve
□ Reduce lead times and rework by increasing first-time-right resolutions from 85 to 99 percent
□ Improve customer satisfaction

Our Network Business Process Services

Accenture Network BPS is built on a strong foundation of 15 years of experience in the services outsourcing market, we help clients improve their competitive advantage.

How Accenture Helped a Leading Communications Service Provider

European Telecommunications Provider

□ Assumed responsibility for order management, architecture design, operational consolidation and automation
□ Achieved 15% overall productivity gain within 12 months
□ Streamlined operations and improved quality, reliability and predictability
□ $177 million+ additional savings delivered to clients within the last year through analytics, innovation, process excellence.

Network Engineering

Service Assure

□ Accelerate the “order-to-activate” process, enabling onboarding and deployment.
□ Deliver fast time to support and improve network operations.
□ Realize significant productivity gains, reducing the average time to complete a task by 30% to 50%.
□ Reduce time-to-market for new services, reducing the time to market for new services by 30% to 50%.

How Accenture Helped TDC

□ Through automation and improved network satisfaction, TDC managed to turn a projected 50 to 60 percent for the five-year period. The provider experienced an increase of more than 15 percentage points in service access promoter score from fiscal year with the introduction of the 5G deployment and migration.
□ Increased network and operational quality, reducing the time to market for new services by 30% to 50%.
□ Achieved operational excellence through Network BPS by re-engineering, automation and artificial intelligence.
□ Lowered customer migration costs by 50%.
□ Increased lead times and rework by increasing first-time-right resolution from 85 to 99 percent.
□ Improved customer satisfaction.

How Accenture Helped a Leading European Telecommunications Provider

□ Assumed responsibility for order management, architecture design, operational consolidation and automation
□ Achieved 15% overall productivity gain within 12 months
□ Streamlined operations and improved quality, reliability and predictability
□ $177 million+ additional savings delivered to clients within the last year through analytics, innovation, process excellence.

Our Solutions Address Your Challenges

Communications 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. At the same time they need to:

□ Reduce time to market for new products/services
□ Increase network and operational quality and predictability
□ Improve operational efficiency
□ Increase revenue and reduce cost-to-serve
□ Reduce lead times and rework by increasing first-time-right resolutions from 85 to 99 percent
□ Improve customer satisfaction

Our Network Business Process Services

Accenture Network BPS is built on a strong foundation of 15 years of experience in the services outsourcing market, we help clients improve their competitive advantage.

How Accenture Helped a Leading Communications Service Provider

European Telecommunications Provider

□ Assumed responsibility for order management, architecture design, operational consolidation and automation
□ Achieved 15% overall productivity gain within 12 months
□ Streamlined operations and improved quality, reliability and predictability
□ $177 million+ additional savings delivered to clients within the last year through analytics, innovation, process excellence.

Network Engineering

Service Assure

□ Accelerate the “order-to-activate” process, enabling onboarding and deployment.
□ Deliver fast time to support and improve network operations.
□ Realize significant productivity gains, reducing the average time to complete a task by 30% to 50%.
□ Reduce time-to-market for new services, reducing the time to market for new services by 30% to 50%.