

Vodafone

Implementation of convergent
processes over “best of breed”
fullstack”



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¿Cuál era la necesidad?

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The transformation of the telecommunications sector toward convergent landline/mobile offers was the motivator behind the cable operator, ONO, by Vodafone. This created the need to implement convergent processes over the system stack in record time ensuring the continuity of Vodafone’s business plans

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Our challenge



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Our challenge

- Transform Vodafone into a convergent carrier by creating both a commercial offering adapted to the new reality and a set of processes and operations that provides customers with a unique and differentiating experience.
- To do so, we had to develop new convergent processes on the existing systems architecture while enabling the transformation and simplification of the systems map, all in record time.
- Decommissioning of a large number of systems that would permit sustainable evolution of system over time in a contest of budget reductions

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Impact

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- We worked with the existing systems infrastructure to build a substantial part of the convergent processes for customer service, service delivery and Quadruple Play billing (mobile, broadband and TV) over an AMDOCS/Netcracker stack, contributing to the transformation of Vodafone’s existing systems map.
- We were also responsible for the construction of the new convergent online customer care channel, including the definition of the final architecture that will enable Vodafone’s future evolution toward digital environments and new customer management paradigms (e.g. omnichannel strategies).
- Implementation of new functionalities in record time will allow Vodafone to achieve its sales goals.

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Results



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Throughout the process, Vodafone has simplified its portfolio of products and rates from 40% to 60%, redefining, automating and simplifying more than 100 commercial processes and operations. They are also planning to achieve a significant improvement in TTM (more than 30% reduction) in new products and services and to make the systems map much less complicated with more than 40 decommissioned systems

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