



OSS/BSS Planning and Implementation

For you – a telecommunications service provider - Operations and Business Support Systems are essential tools needed to manage and run the operations of your business: customer relationship management, order handling, service provisioning, billing, trouble management, network management and more. It is a major challenge to make multiple systems from multiple vendors work together effectively to support the way you want to do business. There is no “one size fits all” solution.

LTC International is independent of all OSS/BSS application vendors and systems integrators. We work with our service provider clients to establish a clear view of what the business is aiming to achieve, and how the management team plans to run the operations. We then work closely with the client’s operations management and information technology teams to produce a practical and cost-effective systems solution that will deliver the results you expect.

OSS/BSS ARCHITECTURE

There is no perfect systems solution for any company. The aim is not to achieve perfection but to meet your minimum mandatory business requirements at a cost that is consistent with your business plan, and in timescales that will help you meet your market and revenue targets.

The traditional way of developing a solution required a drawn-out period of requirements gathering - not always easy when many requirements are unknown to a new management team. The LTC approach accelerates this phase by building on a standard set of requirements and leveraging the many years of operations experience in our team.

Working closely with both your Operations team and your IT team, we can identify suitable applications for inclusion in the architecture - and we know which can be made to work together. We can then develop a range of practical and implementable solutions and support your procurement

team during the final stages of vendor evaluation and selection.

OSS/BSS VENDOR EVALUATION & SELECTION

With many products to choose from, many variables affecting the real cost, and the very serious impact of a poor selection on your company, choosing the right systems solution is a critical challenge. LTC’s knowledge of the available applications, and analysis frameworks can help you quickly identify your priorities, find the best candidate solutions for your consideration and accelerate the selection and implementation of the right solution for your needs.

LTC’s architects evaluate candidate applications against current and planned requirements, factoring in your anticipated growth and evolving portfolio of services.

We develop start up and evolution plans that balance flexibility, scalability and performance requirements against your business needs and available budgets. Our comprehensive Cost of Ownership models



can provide cost projections for up to five years of operation, fully aligned with the planned growth captured in the evolution plan.

OSS/BSS INTEGRATION PLANNING

A systems infrastructure is a continually evolving mesh of solutions that require change to meet demands initiated by new technology, new services and operational change. LTC can provide the strategic planning, conversion and integration architectures that facilitate control of your infrastructure and streamline your vendor management efforts, enabling you to manage change with confidence and direction.

LTC can also assist in the assessment of outsourcing strategies. We are continually monitoring the OSS/BSS market, tracking behaviors and players in the Managed Services field and providing valuable cost of ownership comparisons between the various deployment options.

If a Service Bureau or ASP solution is right for you, we can develop the detailed service level agreements, reporting frameworks and escalation policies necessary for a successful, and cost-effective, relationship with your service partner.

OSS/BSS IMPLEMENTATION AND INTEGRATION MANAGEMENT

As a Service Provider you may feel that your systems headaches will disappear once

you have appointed your systems integrator for the next big project. History would indicate otherwise. The success rate can be greatly improved with clear definition of your business requirements, operating policies, data management priorities and reporting requirements.

LTC has the people and the skills to ensure that the systems being configured and delivered by your systems integrator will actually meet the needs and expectations of your operations staff, be they in the customer interaction center, billing administration or the network operations center.

We provide a wide range of implementation and integration management services designed to effectively manage multi-vendor projects with tight timelines. We work with you to ensure that the systems integrator and software vendors get the information and support they need to deliver the solution you expect. Working with all parties, we ensure the procedures, training, testing, configuration data, migration, network integration and support elements of all projects are delivered in accordance with operational requirements.

Our background in software development and systems integration enable us to provide you with pragmatic support during engagement contract negotiations and effective vendor management programs that put the focus on long term value as well as short term goals.



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