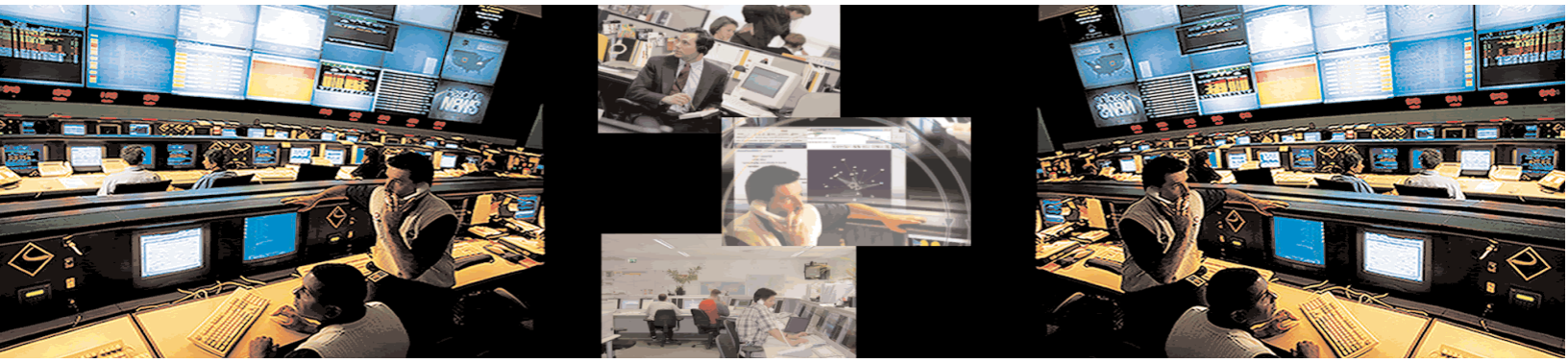
Service Provider Reduces Costs and Improves Service Levels with O&M Outsourcing Solution

Managed Services



"We help Service Providers resolve their operational and maintenance management challenges with a single source outsourcing solution."

Account Manager, Lucent Worldwide Services

Results

- Operations & Maintenance outsourcing solution met or exceeded SLA contractual agreement based on stringent performance parameters
- Consistently reduced operating expenses by at least 5% month-over-month
- Improved Quality of Service (QoS) by 15%
- Dramatically reduced the recurrence of network outages with monthly results ranging in the 2 - 5% range as compared with Service Provider's parameter of 10%

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The challenge

A South American Service Provider needed an effective Operations & Maintenance (O&M) management solution to help meet its service level requirements and reduce overall operating expenses to support its expanding network. It needed a partner with the capability to identify existing problems of the network and apply corrective actions/adjustments, as required, in order to manage its network growth and efficiently and effectively maintain a high level of customer satisfaction. This partner needed to not only deliver an O&M management solution but also provide multivendor Remote Technical Support (RTS) in four regions to help optimize and increase the performance and quality of service of its network.

The solution

Managed Services

Our experts teamed with this provider to design an effective outsourcing solution to support the Operations & Maintenance of its network, freeing its resources to focus on its business and evolve its network to newer technologies. With the support of our Global Network Operations Center (GNOC), we deliver preventative, corrective and predictive maintenance, as well as network element operations to four regions in a geographically dispersed and multivendor environment. Our team of experts is providing a multivendor O&M outsourced solution for the Service Provider's internal plant - switching, transmission, infrastructure and power. Our Lucent Worldwide Services team serves as the single Operations & Maintenance point-of-contact for the total project involving almost 2.2M subscribers in multiple regions.

Why Lucent?

Our extensive knowledge and experience in managing and maintaining complex multivendor, mulitechnology networks was a key factor in being selected as the Provider's outsourcing partner. The experts at our GNOCs, supported by state-of-the-art tools and methodologies developed by Bell Labs, can address all networking requirements and deliver a high quality level of service.

Our technicians, some of the most experienced in the industry, can help our clients quickly resolve priority trouble tickets and improve client satisfaction. In addition, as the single point-of-contact, we enable the Provider to focus on its core competency, serve customers, grow its business and evolve to new technologies.

The bottom line

As a result of our outsourcing solution, the provider has improved service levels and is consistently reducing its OpEx by at least 5% month-over-month. Since July, 2003, the on-time resolution rate for trouble tickets has ranged from 98% to over 99% exceeding the providers' goals of 97% in all four regions.

With fast and accurate resolution of the highest priority trouble tickets, we continue to improve this client's service levels and customer satisfaction. We have reduced the percentage of recurrent network outages, improving established targets for all four territories and demonstrating the effectiveness of our preventative maintenance performance.

Our team continues to meet or exceed the SLA contractual agreement that is based on stringent performance parameters, to help reduce expenses and improve quality of service levels with better performance metrics and a high quality outsourcing O&M solution.

Lucent Worldwide Services Advantage

Lucent Worldwide Services has more than 10,000 experienced and highly skilled technical professionals dedicated to developing, deploying, optimizing, operating, maintaining and managing global, multivendor networks. Our proven track record of successful network engagements puts Bell Labs innovations to work with our end-to-end, comprehensive portfolio of professional, deployment, maintenance and managed services. Our unsurpassed suite of solutions can help reduce operating expense, optimize capital expense and grow revenue - helping you make your network more reliable, secure and efficient.

To learn more about our comprehensive portfolio of services, please contact your Lucent Technologies Sales Representative or visit our web site at www.lucent.com.

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