

Telecom managed services: fixed and mobile networks

Providing end to end services for plan, build and operate telco networks

Overview

To meet the needs of communications service providers, the communications industry is exploring innovative models that offer monetisation benefits to remain competitive. With a razor-sharp focus on profitability, operators are identifying means to enhance the value chain along with flexibility and scalability of the models they adopt. This leads to defining the way the telco would operate its business and services framework along with a right partnership strategy and a credible service partner preferably a managed services partner.

Managed services have moved forward from just a cost reduction constituent to enhancing the value proposition for a CSP to improve network quality and resource efficiencies, thereby providing superior customer experience. This model helps in forging formidable partnerships leading to success based, outcome based business proposition primarily focused on enhancing customer experience, brand value and profitability through appropriate capex and opex utilisation.

**Transform operations | Drive efficiencies |
Accelerate revenues | Enhance customer experience**

Service offering

TCTS managed services offerings include activities but not limited to the functions mentioned below and evolves based of the needs and requirements to keep the telecom operators network availability to the maximum efficiency.

- Plan and design of mobile and fixed network along with outside plant
- Implementation of ISP (network elements) for mobile and fixed networks
- Implementation of infrastructure utilities
- Network assurance including but not limited to
 - NOC operations (FCAPS)
 - Customer services management
 - Preventive maintenance for mobile and fixed network
 - Corrective maintenance for mobile and fixed network
 - Spare parts management
 - Performance management
 - Drive testing and optimisation
- Capacity management
- Customer experience management
- OSS tool support
- Network migration support
- Passive infrastructure management

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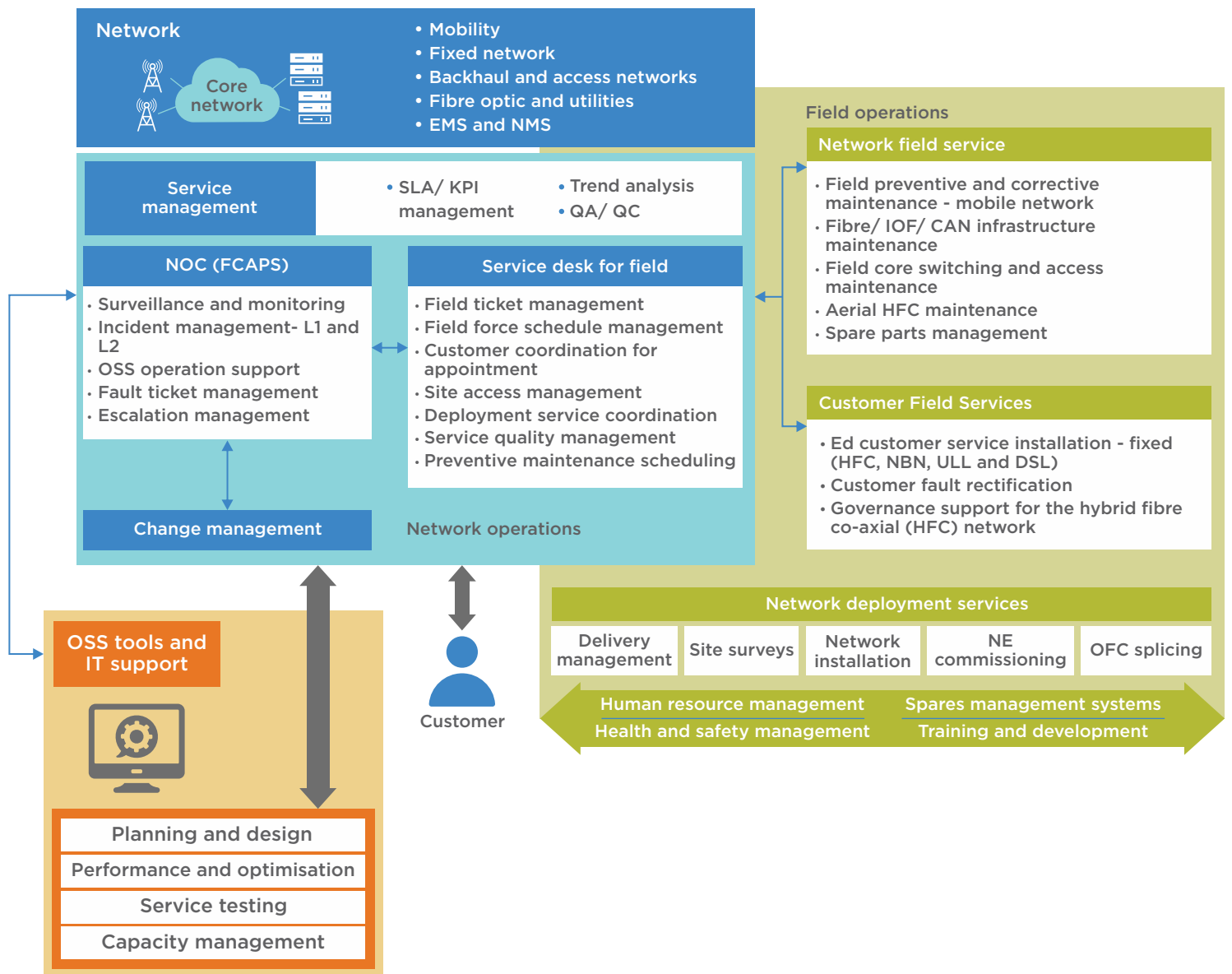
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Operation model



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Value proposition

- Vendor neutral and multi-vendor telecom managed services partner with a telco lineage
- Experience of managing complex networks globally from subsea to terrestrial networks
- Strong proposition of multi-skilled resources combined with leading tools and automation partners
- Global footprint through TCTS and credible partner ecosystem providing the best of local knowledge and global best practices
- Established and proven business processes
- Enabling telecom service providers to focus on business strategy and go to market plans with the network managed by experienced professionals
- Providing technology and thought leadership to telecom service providers

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