



## A New Era of BSS/OSS Managed Services

### EXECUTIVE SUMMARY

Over the past year, in talking to both service providers and vendors in briefings, at conferences and through primary research, *Heavy Reading's* service provider IT (SPIT) team has found that managed services in the telecom sector is entering a new era – Managed Services 2.0, if you will.

Service providers are becoming increasingly selective in terms of the type of vendor they work with, exactly what they look to outsource, and at what pace. They are looking for vendors that can help make their operations more cost-effective and faster to market, as they know their current business support system (BSS) and operations support systems (OSS) platforms are not efficient enough to support next-generation services.

*Heavy Reading* found that the major drivers for service providers to outsource their BSS/OSS needs in the next year are customer experience management (CEM), cloud services, data monetization and machine-to-machine (M2M) communications. Operators are increasingly turning to a managed services model to delegate BSS/OSS skill sets to third parties, with their top priorities being cost, time to market, expertise and transformation.

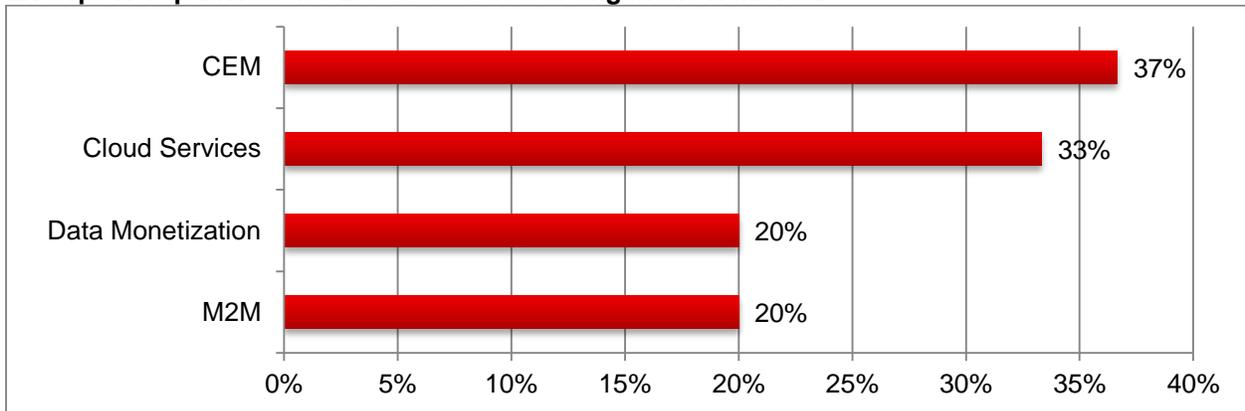
Operators will have to shop wisely for their managed service providers, considering factors such as what type of service offerings, what type of customer segments and which geographic areas they want to serve. Specific transformation needs, such as third-party and homegrown abilities, as well as a vendors' reputation, are also critical. If operators do not outsource some of their immediate needs, they may not be able to keep up with their competitors in the market, including over-the-top (OTT) service providers.

All of the above points must be considered by operators when looking to managed services. Whether they are looking to transform their current legacy systems or start fresh with next-generation technology, the strategic execution of managed services can help operators roll out new services in a timely manner, while increasing customer satisfaction and revenues.

**A New Era of BSS/OSS Managed Services** examines the leading drivers for BSS/OSS managed services, relying on recent *Heavy Reading* surveys of managed services vendors and service providers. The report also discusses the drivers for BSS/OSS outsourcing and telecom operators' top priorities when choosing an outsourcing partner. The report analyzes [17 leading managed services vendors](#) that can help service providers with their BSS/OSS needs.

In researching this report, *Heavy Reading* asked managed services vendors which service offerings they believed would be the major drivers for service providers to outsource their BSS/OSS needs in the next year. CEM was cited by 37 percent of respondents, followed by cloud services (33 percent), data monetization (20 percent) and M2M (20 percent).

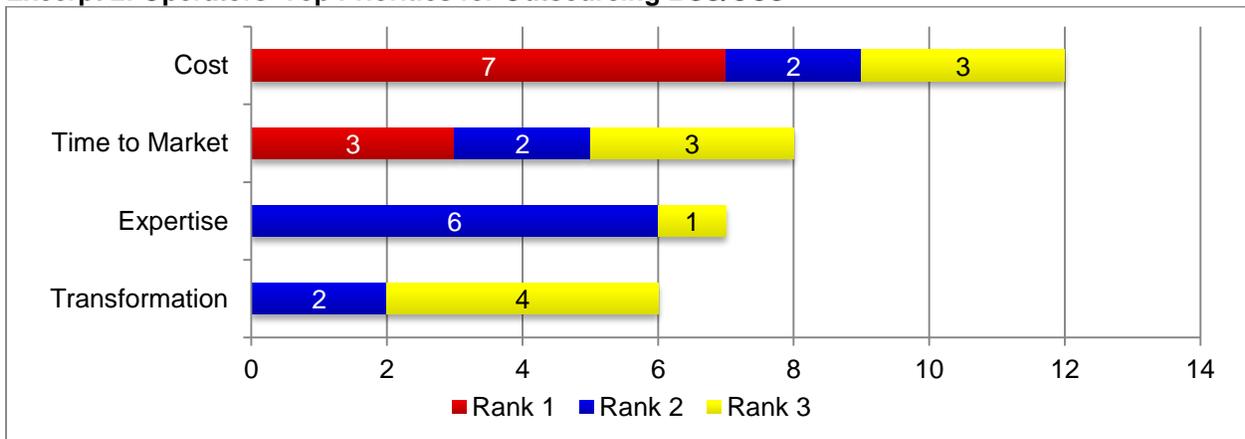
### Excerpt 1: Top Drivers for BSS/OSS Outsourcing in the Next Year



Source: Heavy Reading

When interviewed for this report, managed services vendors were asked to rank operators' top three priorities for outsourcing BSS/OSS (**Figure 2**). Obviously, cost is still the main driver, followed by time to market, expertise and transformation.

### Excerpt 2: Operators' Top Priorities for Outsourcing BSS/OSS



Source: Heavy Reading

## Report Scope & Structure

**A New Era of BSS/OSS Managed Services** is structured as follows:

**Section I** is an introduction to the report, with complete report key findings.

**Section II** reviews the drivers for BSS/OSS managed services, relying on recent *Heavy Reading* surveys of managed services vendors and service providers.

**Section III** discusses the top priorities for service providers when looking to outsource their BSS/ OSS functions.

**Section IV** analyzes 17 leading vendors that can help service providers with their BSS/OSS managed service needs.

**Section V** summarizes the conclusions of this paper.

**A New Era of BSS/OSS Managed Services** is published in PDF format.

## MANAGED SERVICES VENDORS PROFILED (17)

Accenture Ltd. (NYSE: ACN) / [www.accenture.com](http://www.accenture.com)

Alcatel-Lucent (NYSE: ALU) / [www.alcatel-lucent.com](http://www.alcatel-lucent.com)

Amdocs Ltd. (NYSE: DOX) / [www.amdocs.com](http://www.amdocs.com)

Cisco Systems Inc. (Nasdaq: CSCO) / [www.cisco.com](http://www.cisco.com)

Clarity International Pty Ltd. / [www.clarity.com](http://www.clarity.com)

Comverse Technology Inc. (Nasdaq: CMVT) / [www.cmvt.com](http://www.cmvt.com)

CSG Systems International Inc. / [www.csqi.com](http://www.csqi.com)

Ericsson AB (Nasdaq: ERICY) / [www.ericsson.com](http://www.ericsson.com)

Hewlett-Packard Co. (NYSE: HPQ) / [www.hp.com](http://www.hp.com)

Huawei Technologies Co. Ltd. / [www.huawei.com](http://www.huawei.com)

IBM Corp. (NYSE: IBM) / [www.ibm.com](http://www.ibm.com)

Infosys Technologies Ltd. (Nasdaq: INFY) / [www.infosys.com](http://www.infosys.com)

NetCracker Technology Corp., a subsidiary of NEC Corp. / [www.netcracker.com](http://www.netcracker.com)

Nokia Networks, a subsidiary of Nokia Corp. / [www.nsn.com](http://www.nsn.com)

Tata Consultancy Services Ltd. (BSE: 532540, NSE: TCS) / [www.tcs.com](http://www.tcs.com)

Tech Mahindra Ltd. (Mumbai: TECHM) / [www.techmahindra.com](http://www.techmahindra.com)

Wipro Ltd. (NYSE: WIT, BSE: 507685) / [www.wipro.com](http://www.wipro.com)

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\* All charts and figures in this report are original to *Heavy Reading*.