In the race to roll out new technologies and services, mobile service providers are faced with multiple challenges, including call drops, handover failures, low data transfer rates and more. The processes of upgrading networks and replacing equipment vendors are high-risk activities, with returns on investment (ROI) tightly linked to improved network quality and timely deployment. When deployment is delayed, the result can be revenue loss and increased costs due to delayed product launches and possible regulatory compliance issues. And when network quality is impaired, it can lead to high customer churn rates along with a reputation for poor network quality.

Amdocs Network Modernization service enables you to deliver a comprehensive network change process. Our comprehensive tools, which include ActixOne, Automatic Intelligent Correlation (AIC), Actix Analyzer and Amdocs Customer Experience Geo-location, provide you with the centralized governance, advanced automation and transparent unambiguous key performance indicators (KPIs) that are necessary to maximize your ROI.

Amdocs Network Modernization service is the most powerful solution available that minimizes risk and maintains control of vendors. By enforcing transparent and unambiguous KPIs, it ensures that your network quality is independently verified prior to launch, thereby guaranteeing top performance from day one.

To launch mobile services quickly and with better performance, we meet all your network change requirements, helping you ensure secure and smooth service and data migration. This includes support for internetwork operability, network design, integration, data migration, network optimization, and so on.
Supporting the change lifecycle

Amdocs Network Modernization service covers the Integrate & Accept phase of the overall change process. The services comprise of three phases: Pre-launch, Launch and Post-launch.

**Pre-launch**

The pre-launch phase of the acceptance process consists of a series of quality checks. Once the site is integrated, a daily alarm report is run to ensure the site remains alarm-free. Where alarms are detected, troubleshooting with on-site support is conducted to resolve the issues. This is followed by a parameter audit to detect and resolve discrepancies. The drive team then performs an on-site visit to conduct the RF tuning process, ensuring major KPIs are being upheld. If failures are observed, layer 3 analysis is conducted. The phase concludes with further recommendations to improve the KPIs.

**Launch**

Once target KPIs are achieved, we submit the acceptance report to you. Once approved, sanity checks are performed and the site is launched.

**Post-launch**

Hourly monitoring is performed to validate KPI improvements. Post-launch tuning is then conducted to maximize site usage and further enhance the customer experience.
**Success Story: Time to launch slashed by 75% for North American Tier 1 service provider**

For a North American Tier 1 service provider, a typical site roll out used to take up to 30 days, resulting in delays in launching new sites or adding capacity. This was caused by poor processes and delays, due to multiple teams taking significant time to decide which would assume responsibility for issues as they arose. The company engaged Amdocs to analyze their current processes with a view to shortening time to launch.

As part of a major realignment, we reworked the company’s existing processes and introduced new workflows and milestones with clearly defined responsibilities across cross-functional teams. At the same time, we increased visibility of performance at each milestone, as well as the overall progress of network change.

With our innovative approach, best practices and state-of-the-art automation platform, we successfully reduced time to launch by 75% – to an average of 4-5 days, enabling the service provider to both realize a shorter capex deployment cycle and improve the customer experience.

**Improvement in time to launch and network quality**

Amdocs Modernization Services ensures that network equipment providers meet their performance and quality obligations by ensuring service providers have the ability to accurately and transparently view the quality of the network and its impact on subscribers.

### Maximize network potential

Ensure substantial network investment delivers clear differentiation on network quality

### Customer experience-driven

Automated network acceptance measures performance against contractually agreed customer experience KPIs

### Manage vendor delivery

Centralized governance of delivery progress and performance prevents vendors from trading off network quality to meet delivery deadlines

<table>
<thead>
<tr>
<th>LTE / VoLTE rollout risk</th>
<th>Who is responsible?</th>
<th>Who is impacted?</th>
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<tbody>
<tr>
<td>Network rollout is not on time</td>
<td>NEP</td>
<td>Operator</td>
</tr>
<tr>
<td>Delivered network is not on quality</td>
<td>NEP</td>
<td>Operator</td>
</tr>
</tbody>
</table>

**For more information, visit**

Amdocs Network Rollout and Acceptance Services

For more information, visit www.amdocs.com