



## Teleca End-to-End solutions & services for Operators

*Teleca's mission is to be a leading global provider of business-critical end-to-end technologies and solutions reaching efficiently from the operator network to the end user. Teleca plays the role of key partner in the whole eco-system of telecommunication and throughout the whole value chain. How can you increase your business today? With Teleca, the key partner from operator network to end user services.*

### Operator's challenges today

You as, Operators today have clear priorities:

- Increase ARPU (Average Revenue per User), ARPE (Average Revenue Per Employee) and APPU (Average Profit Per User) availability of new services, mainly data services
- Decrease cost
- Decrease TTC (Time To Customer) and TTM (Time To Market)
- Increase customer base
- Decrease customer churn

### Teleca Unique Catalyst Experience

Teleca has unique expertise in using its know how in operators product and services affecting ARPU, operators technologies and processes affecting costs, system network design and support, enterprise IT applications development, handset manufacturers product and services. Teleca plays a catalyst role in all these areas and can help you to strengthen your market position, to increase efficiency and performance, to add real business value.

*Teleca is an international telecom and IT services company focused on R&D that develops and integrates advanced software and information technology solutions. With in-depth expertise in the latest technology and profound industrial knowledge, Teleca helps technology- and software-intensive customers worldwide to strengthen their market positions and shorten their times to market. The company has more than 3,000 employees and operations in 15 countries in Asia, Europe and North America. Teleca is quoted on the Attract40 list of the Stockholm Stock Exchange.*

### Teleca's Unique Key Values for Operators

- End-to-End coverage of operators needs
- Unique Solutions
- Cost efficiency
- Industry experiences and references
- Strong partnership
- Independent from device and network suppliers
- Flexible business models

### Teleca's End-to-End Solutions for Operators

Teleca supplies complete solutions based on our own and/or third party products in several areas including:

- Network Optimisation
- OSS/BSS
- Workflow and process automation
- Multimedia Messaging
- Mobile Content Management, content delivery and DRM
- Mobile Games and Entertainment
- Location Based Services
- Enterprise Mobility Services
- Reference handset specifications and provisioning
- Business Intelligence
- CRM

# Teleca End-to-End solutions & services for Operators

Specific competencies are deployed in all phases of a project where we can solve the customer's problems, either by taking responsibility for the overall solution, from idea to market launch of the product/service, or by supporting parts of the process. Teleca's way to value is to build, integrate and test solutions using:

- "Best of breed" products (Teleca and/or ISV products)
- Teleca reusable SW and skills from other projects
- Specific customer tailored development and integration

Teleca ISL (Innovative Solutions Lab) is a lab used to build and collect solutions built on new products or reusable solutions coming from Teleca's experience in different countries. ISL allows operators to view huge amount of solutions. Using our End-to-End solutions from ISL with Teleca's unique catalyst experience, you can reduce costs and risk for innovation.

## Consulting

Teleca helps you to evaluate new options and new ideas for technologies and services. With ISL services and knowledge process, you can quickly obtain:

- Feasibility study
- Benchmarking
- Prototype
- Impact analysis

## System Integration

Teleca has been involved in several integration projects worldwide. Teleca's systems integration service is based on a sound engineering approach to resolve problems.

Our engineers have strong experience in design extremely high performance and high quality architectures in the complex existing operators infrastructure, Teleca usually perform the full integration in all the value chain from end user device, to operator network, to service providers and content providers. In addition to Teleca's quality processes and our iterative approach, you are guaranteed to hit milestones and to detect risks and requirement changes proactively.

## Testing and interoperability test

Teleca can provide specific knowledge, proven processes and practises, specific test tools and specific test suites. We have found that this service has greatly improved the test report-fix cycle in the typical project life and has helped our customers to gain the competitive edge giving a faster time to market. In addition to providing test engineers, our senior consultants have been involved with specifying and implementing large-scale testing solutions, performing test planning and strategies, identifying appropriate testing methods and managing the roll-out of test systems and environments.

Operators' network and infrastructure are becoming more and more complex, thus requiring ever increasingly accurate and efficient tests between interoperability test and between different operators domains. These tests include:

- Interoperability test within the whole operators delivery chain (test of different games on different mobile devices...)
- Interoperability test between different operators (MMS send between two customers of different operators...)

With our unique catalyst and testing experience in interoperability test, you are helped to strongly reduce cost, time to market and risk for interoperability needs.

## Technical support

Operators' network and infrastructure are becoming more and more complex, thus requiring ever increasingly accurate and efficient support and maintenance services. Experience has shown that to cope with the complexity of networks and applications Operators require specialist and professional people with the remit and expertise to identify the cause of faults and resolve them.

Teleca has an extensive track record of application and service support and hosting assignments consisting of all relevant activities such as setting up a support organisation, defining requirements and delivery according to SLA. With unique catalyst experience Teleca can provide technical support to cover the whole operators value chain: end user device, network, IT, service provider, content provider.

## Outsourcing

According to operators make & buy strategy, Teleca can take outsourcing responsibility for some or all the previous phases. Teleca has an excellent record of business process outsourcing. Our unique key values allow you to:

- Improve the focus on core activities
- Reduce operating costs, especially over the longer term
- Reduce capital costs and the need of investments
- Improve predictability and quality continuity over time, hence reduces risk in a time of rapid technological change
- Provide access to specialised skills
- Reduce geographic footprint