



Technical Support Services

Our mission is to support the implementation of advanced products and services reducing average resolution time and achieving the maximum availability.

We have found this service an ideal way to take the headache away from Operation & Maintenance centres and provide a managed service dealing with the issues and complexities of identifying problems and providing resolutions.

How can you increase your business today?

With Teleca, the key partner from operator network to end user services.

Background

Operators' network and infrastructure are becoming more and more complex, thus requiring ever increasingly accurate and efficient support and maintenance services.

Operators cannot afford to have service outages for a question of 'brand image' to maximise revenues and reduce customer dissatisfaction.

This is particularly true in the early stages of a new service, since often at this time the systems are most vulnerable to faults and malfunctions and customers are most sceptical and wary.

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 achieves these objectives through:

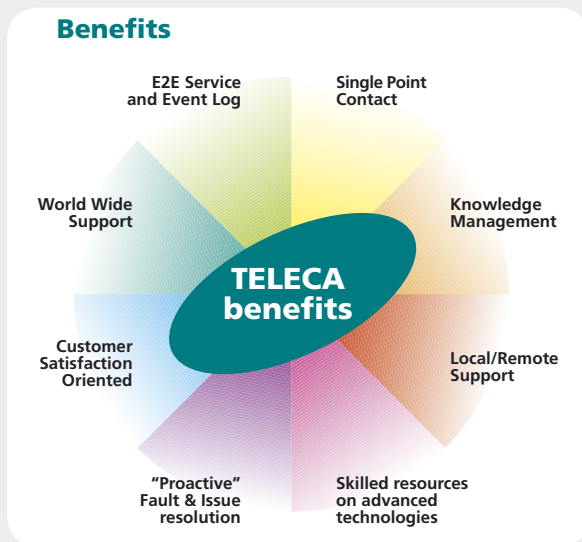
- Unique focus on the issue resolution process by adopting a "proactive" fault resolution model for complex products and services, which is not yet provided by most support/CRM systems. Issues are resolved quickly and effectively thus improving the predictability of resolution times and reducing costs whilst retaining customers.
- Ability to automatically capture knowledge during the resolution process and then quickly make this knowledge available to the entire support organisation, especially to CRM advantage. With Teleca teamwork knowledge is captured and created automatically, including content such as a recommended solution or process, as well as a list of experts best suited to resolve a particular issue.
- Enhance customer satisfaction by continuously reducing resolution time, improving the quality of responses to issues. It also reduces the total cost of support by enabling customers to formalise and streamline the issue resolution process.

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.

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Why choose Teleca

We have a long experience in the design, development, testing and support of telecom and data communication areas, working with the world's leading handset vendors, network vendors, operators, platform vendors and operating system providers. This breadth of experience makes Teleca the ideal choice for providing customer technical support worldwide, thanks to our international presence. Teleca is able to offer skilled engineers to assist with detailed fault identification, analysis and resolution.



Why choose Technical Support Services

Teleca supports their customers in the fulfilment of the Service Level Agreement and actively contributes to the business objectives:

- Maximise customer satisfaction
- Maximise customer retention
- Resolve faults in an effective and successful manner as part of our proactive approach
- Sustain revenue generation capability
- Minimise cost to service
- Support products & services in a timely manner
- Effective & flawless operations
- Keep system downtime to a minimum
- Manage cost aggressively

Offerings

Teleca provides support and maintenance services to Operators in the following areas:

- Business/Operations Support Systems (BSS-OSS): fault, configuration, performance & security management, service assurance, billing, CRM, Network & Element management
- Valued Added Service: voice and data systems, messaging applications (e.g. SMS, MMS, e-mail, video, location-based services, browsing, SyncML), web applications
- Wireless Networks: GSM, GPRS, UMTS, WLAN, Bluetooth
- Wireline Networks: packet-switched and circuit-switched networks, IP, DWDM, SDH, ATM, FR

