



powered by  TELUS International

End to end IT services and solutions for Telcos

Overview

Worldwide, telecom operators are under immense competitive pressure from peers as well as internet service providers to launch new services and improve the performance of existing services while continuously reducing the delivery cost for consumers. This necessitates transforming the existing IT infrastructure including integrating new systems and applications to align it with the needs of the business. Top challenges that telcos today face are:

- Launching new services while optimizing existing systems in order to keep low costs
- Convergence of services such as voice, Internet, and TV
- Improving quality and efficiency of existing services
- Testing services and applications for quality assurance, device compatibility, and performance
- Integrating disparate systems and implementing new ones

At Xavient, we understand the pressure telecom operators are under to quickly launch new services that are thoroughly tested. We know the adverse impact this can have on your IT systems, and the challenges you face from the resultant rise in the cost of system and application maintenance. In order to help telcos address these challenges, we offer end-to-end IT application and infrastructure services that cover the entire IT lifecycle.

- Increase time-to-market speed
- Integrate disparate platforms
- Application rationalization
- Lower total cost of ownership
- Align business objectives and IT
- Create rich customer experience
- Deploy highly flexible IT systems

Service Offerings

Our Service offerings in the telecommunication space are spread across:

Consulting: We evaluate your business strategy and assess the existing IT infrastructure and provide a comprehensive transformation plan that enables you to meet your business objectives.




BSS/OSS implementation and support: We identify most cost effective solutions that suits best to your business environment and implement with minimal downtime ensuring high value services and support.

Application development and Management: We have expertise in developing custom applications that offer the flexibility and stability to satisfy your unique business needs and provide you competitive advantage.

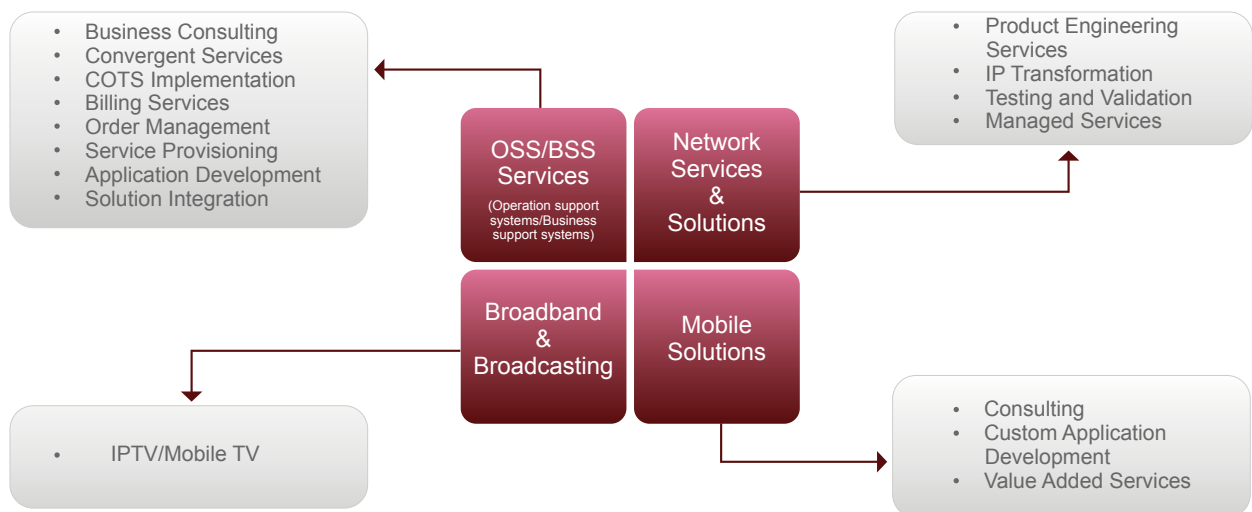
Quality assurance & Testing: We provide end-to-end testing services. We can test and evaluate the integration of all the equipment's and services to ensure its smooth functioning and achieve optimum customer satisfaction.

Infrastructure Management: We offer a comprehensive portfolio of services for managing enterprise IT infrastructures. You can depend on us to provide 24X7 support that help you improve service levels and lower operating costs.

In-depth view of our key service offerings

	 Consulting	 IT Services	 Outsourcing
Drive service provider towards industry specified benchmarks			
Process Optimization	<ul style="list-style-type: none"> • Business Process Consulting • Business Process Reengineering 	<ul style="list-style-type: none"> • COTS end-to-end Implementation • Enterprise Integration Solutions • Systems Upgrade • Application Migration • Billing Consolidation 	<ul style="list-style-type: none"> • Billing operations • Hosted Services Telco In a Box
Application / System Rationalization			
Systems Optimization	<ul style="list-style-type: none"> • IT Architecture Assessment • Product Evaluation • Application rationalizations and optimization due to M&A • Next Gen System Assessment • Convergence and Billing • Implications Assessment 	<ul style="list-style-type: none"> • Custom Implementation • COTS end-to-end Implementation • Enterprise Integration Solutions • Migrations and Upgrade • Billing Consolidation • Prepaid-Postpaid convergence • Real Time Rating • Billing Services 	<ul style="list-style-type: none"> • Billing operations • Hosted Services Telco In a Box
Move Service provider to Business Function Oriented Governance			
Operations	<ul style="list-style-type: none"> • Operation Optimization 	<ul style="list-style-type: none"> • SLA based Maintenance Services 	<ul style="list-style-type: none"> • Billing operations • Hosted Services Telco In a Box

The schematic representation below provides a glimpse into the scope of services we can assist you with.





Why Xavient

Xavient combines its expertise in technology with a profound understanding of the telecommunications industry, to provide innovative solutions and versatile support systems to network operators, service providers, telecom and datacom equipment vendors, and product companies. Leveraging our experience we have developed an Iterative Offshore Delivery Model (IODM) to help our clients reduce time-to-market for new services and overall cost of engagement and thereby improve their competitive efficacy.

Key reasons why you should partner with Xavient for your technology needs :

- Business/operational support systems (BSS/OSS) and software services that enable organizations to more effectively bundle high-speed data, telephony, TV and wireless
- Telecom domain expertise and software services that encompasses a gamut of Business and Operational Support System in the wireline and wireless environment
- Solution accelerators, tools, frameworks, and methodologies that guarantees the outcome
- Our membership in industry and partner technology forums and a leading member of ECMO thereby ensuring access to the latest in technological advancements
- Assured quality of service validated by our ISO 27001 Certification, CMMI Level 5 Compliance, and ITIL Alignment
- Xavient Academy (in-house Learning Center) that provides continuous learning/training programs
- Our Telecom Innovation Labs details of which are listed below :

Service Offerings for Telecom CSPs/ISVs

- Development partnership
- Deployment partnership
- Cloud Services
- Digital Media Services
- Network Management Services

Embedded Solutions

- Handset technology stack
- Wireless access
- Test lab services
- Test & measuring equipment
- Packet networks
- Wired equipment
- Hardware design & testing
- Mechanical design & packaging
- Device qualification

Innovation Lab	Description
OSS/BSS Center of Excellence	Strong expertise on the products by Xavient alliance partners showcasing our capabilities in OSS/BSS stack.
Mobile Solution Center of Excellence	Xavient's Mobile Solution CoE formulates and experiments with various business models using mobile platforms and technologies.
IPTV Center of Excellence	Xavient's IPTV CoE hosts industry standard middleware solutions and provides customized interfaces, value added services to third party/telecom systems.
NGWI Lab	Xavient's NGWI (Next Generation Wireless Innovation) lab provides protocol stack, algorithms and wireless test solutions that significantly help accelerate the product development life cycle.
Convergence & NGN Lab	Xavient's Convergence & NGN Lab innovates various models for telecom infrastructure by network validation automation to deliver winning solutions for clients.
Service Delivery & VAS Center of Excellence	Xavient's Service Delivery & VAS CoE focuses on rapid creation and development of services enabling users to have rich experience of NGN services.



Benefits of Associating with Xavient

Our services help telcos to offer competitive and value-added services to customers, reduce response time, lower billing operations cost, maximize revenue, and most importantly, improve customer relationships. Key value that you can benefit from by engaging with Xavient includes:

- Enhanced consumer experience by offering pertinent new services
- 45 percent reduction in operational costs through efficiency improvements
- Enhanced service quality and optimized resource allocation
- Realization of higher sales revenue through quicker time to market of new services and features
- 30 percent reduction in total fault volumes
- Improved system availability and resilience
- On-demand solutions built on novel and innovative technologies
- Strategic alliances to ensure technology leadership
- Innovative and ready-to-access proprietary frameworks and solution accelerators such as eTOM-based business process, SOA framework, Upgraded accelerators Revenue assurance tools

Industry Collaboration

- Active member of industry and partner technology forums
- Leading member of ECMO/Big Data Management

Quality Focus

- ISO 27001 Certified
- CMMI Level 5 Compliant
- ITIL aligned
- Xavient Academy to deliver continuous learning / training programs
- Mandatory certification on Domain and Technology
- COTS package training
- External Industry Certifications

About Xavient Digital, powered by TELUS International -

- Headquartered in Simi Valley, CA, Xavient Digital, powered by TELUS International (Formerly Xavient Information Systems), is a leading provider of global IT and engineering services and solutions. Since its inception in 2002, Xavient has grown to be a tier-one IT Professional Services and Solutions provider for telecommunication, broadcasting, manufacturing, retail, and healthcare companies.
- It is the preferred transformation partner across product and vendor evaluation; business process re-engineering; outsourcing and off-shoring; product implementation; custom solution development and IT professional services for several Fortune 1000 companies.
- Xavient leverages its proven expertise in Global Delivery Models with centers of excellence in Application Development, QA & Testing, Managed IT Infrastructure services and IT Application & Production environment.

Our Global Locations

Corporate Location

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