case study

Business as usual in unusual times with Amdocs Global SmartOps

SmartOps
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amdocs

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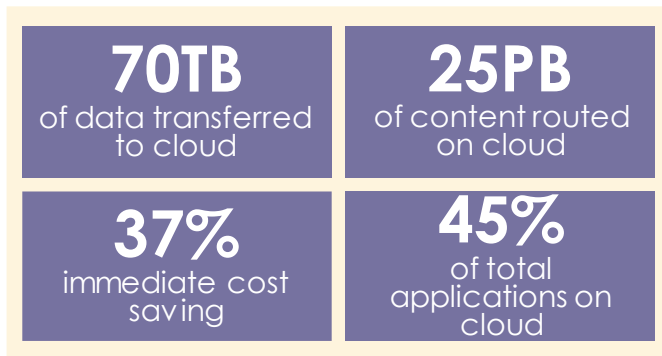## Go-live of full BSS migration to cloud during coronavirus shutdown

As part of a tier-1 APAC service provider's digital transformation program, Amdocs was chosen as prime SI to migrate their full BSS and data center to the public cloud via a "lift & shift" approach.

Yet with the Coronavirus outbreak, the project hit an unexpected hurdle. The team adjusted commendably, unprecedently delivering the go-live via remote with almost no travel.

Today, the new BSS platform has completely removed the on-prem footprint from the customer's data centers.

In addition, Amdocs deployed its BriteBill solution to provide a fully re-designed and interactive paper, email and digital billing experience, enabling monetization through targeted campaign up-selling. The project also included digital modernization with revamped self-service and retailer journeys and enabling cloud-native features like auto-scaling.

The project was executed in just over a year, with **production stabilized within just two weeks, during very challenging times**.

Go-live was almost entirely performed via remote with no customer presence on site.

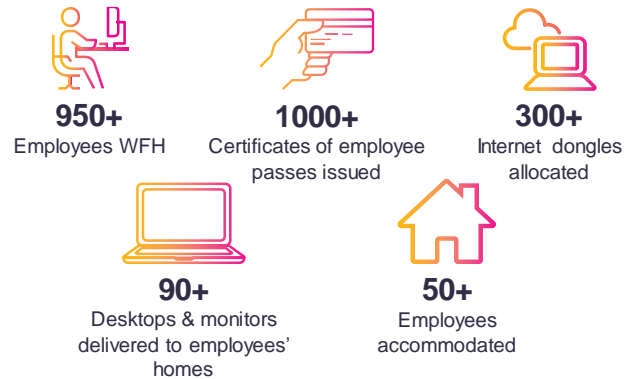|	
70TB of data transferred to cloud	**25PB** of content routed on cloud
37% immediate cost saving	**45%** of total applications on cloud

Successful new release deployment and yearly high availability test

In mid-March, in the midst of the coronavirus outbreak, a NA tier-1 account was scheduled to deploy a new release in one of their most critical lines of business. Despite the process normally being conducted in "war room" mode to provide high visibility for the customer, this time, it was performed remotely, in under two hours.

The team also successfully performed yearly front-end high-availability testing via remote, covering more than 60 servers and many functionalities in order to certify the LOB as HA-compliant.

Amdocs' Manila site – business continuity under quarantine

In the midst of the coronavirus outbreak, Amdocs' Manila site, which manages 11 accounts with over 1000 employees, was placed under enhanced community quarantine. To keep customers' businesses running without interruption, here are some of the actions we took over the course of just a few days:

950+ Employees WFH

1000+ Certificates of employee passes issued

300+ Internet dongles allocated

90+ Desktops & monitors delivered to employees' homes

50+ Employees accommodated

Automated solution for service activations developed within two days

During the coronavirus outbreak, the NA tier-1 Offline Activations team was reduced from 160 to fewer than 10 agents.

With end of month and end of quarter approaching, this was the worst possible time for this to occur from a sales & activations perspective, making it impossible to manually process activations at the volumes needed.

In response, the Amdocs SRE team created a new semi-automated solution, which was tested and delivered within 48 hours, allowing the customer team to continue supporting customers and activate new lines of service. The solution also contributed to the customer's ability to achieve its quarterly sales targets and directly prevented call center flooding at a time when it could take hours to reach a live care rep.

> "I am extremely thankful to have such a strong partnership to leverage both during challenging times and when business is more "normal." Many kudos are due to the team for their work and dedication to our care teams and our customers!
> *NA tier 1 Sr. Manager*

about amdocs

Amdocs' purpose is to enrich lives and progress society, using creativity and technology to build a better connected world. Amdocs and its 25,000 employees serve the leading players in the communications and media industry, enabling next-generation experiences in 85 countries. Our cloud-native, open and dynamic portfolio of digital solutions, platforms and services brings greater choice, faster time to market and flexibility, to better meet the evolving needs of our customers as they drive growth, transform and take their business to the cloud. Listed on the NASDAQ Global Select Market, Amdocs had revenue of $4.1 billion in fiscal 2019.

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