




Amdocs Global Strategic Sourcing

amdocs



“Over the years, Amdocs’ Managed Services operations have matured from providing support services around its own products to managing and running end-to-end operations around non-Amdocs applications and legacy systems as well.”

**Roz Roseboro,
Senior Analyst,
Analysys Mason**

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AMDOCS – A PROVEN LEADER IN MANAGED SERVICES

Amdocs Managed Services enable service providers to reduce costs, focus on their core business, grow their subscriber base and revenues, and modernize their systems while presenting savings.

With our wide range of Business Process Outsourcing (BPO), IT Outsourcing (ITO) and transformation services, world-class solutions, deep communications expertise and a broad partner ecosystem, Amdocs Managed Services provides a tailored, high-value sourcing offering

across all IT domains. Our managed services portfolio supports our commitment to best-practice service levels, compelling financial models and single-focal-point accountability.

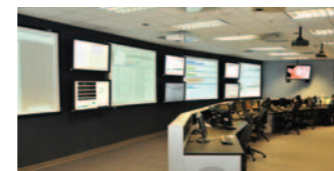
With more than 25 years of sourcing experience, Amdocs' state-of-the-art operations centers and thousands of sourcing experts around the globe serve the world's leading service providers, achieving proven business results.

GLOBAL SCALE AND CAPABILITIES	
50 countries	> Global presence in over 50 countries > On-shore, near-shore and off-shore operational centers
25 years	> Over 25 years of managed services experience > Uniquely focused on outsourcing in communications and media
MANAGED SERVICES: STRENGTH IN NUMBERS	
200 million	> Supporting over 200 million subscribers in a managed services environment
58.2 billion	> Over 58 billion event records processed/month through our managed services centers
\$1 billion	> Processing over 250 million digital commerce transactions worth over \$1 billion every month
306	> Generating approximately 306 bill cycles monthly
30 million	> Handling over 30 million telephone directory listings from our managed services centers

AMDOCS GLOBAL PRESENCE



Named to the **Leaders category** for Outsourcing Excellence in the IAOP Outsourcing 100 rankings for three years in a row.



AMDOCS MANAGED SERVICES PORTFOLIO

Our managed services portfolio spans across:

- > **Services**
 - > Business Process Operations
 - > Application Management
 - > IT and Infrastructure Management
 - > Service Delivery Management
 - > Systems Modernization/Consolidation
- > **Functional Domains**
 - > Revenue Management
 - > Customer Management
 - > Service and Resource Management
 - > Digital Commerce Management
 - > Product Lifecycle Management
- > **Applications**
 - > Amdocs Applications
 - > Non-Amdocs/Legacy Applications

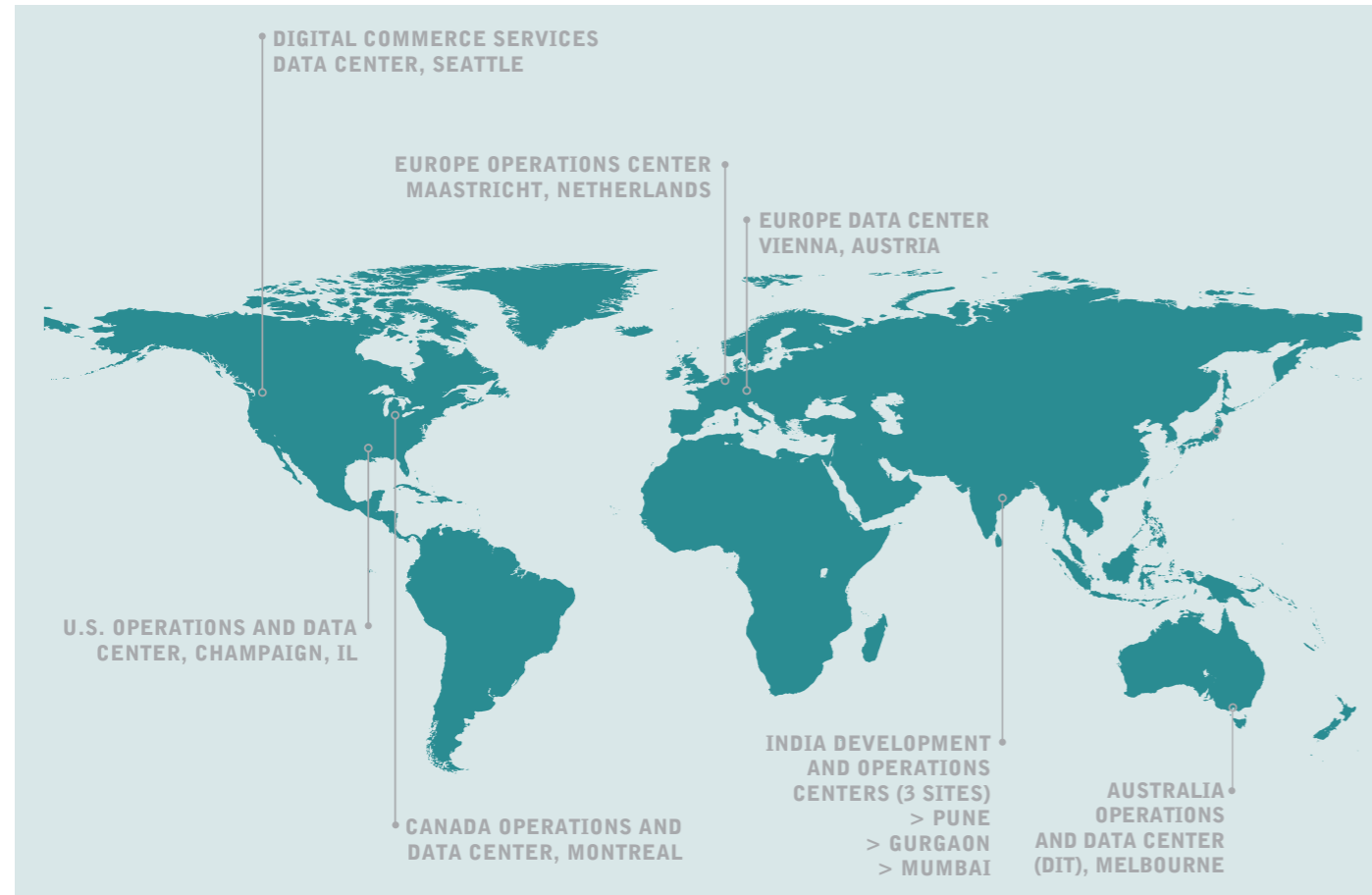
STRATEGIC SOURCING		
Business Process Operations	Application Management	IT and Infrastructure Management
Revenue Management	Application Development	Hardware and Application Hosting
Customer Management	Application Testing	Data Center Operations
Service and Resource Management	Application Migration/Conversion	Facilities and Assets Management
Digital Commerce Management	Application Training	Capacity Management
Product Lifecycle Management	Application Support	Systems and Database Management
		Business Continuity and Disaster Recovery
SERVICE DELIVERY MANAGEMENT		
	Program Management	
	Vendor Management	
	Production Management	
	Service Desk	
	Service Level Management	
	Release Management	
SYSTEMS MODERNIZATION/CONSOLIDATION		

AMDOCS MANAGED SERVICES OPERATIONAL CAPABILITIES

With a global presence in over 50 countries and operational centers in North America, Europe and Asia, Amdocs offers flexible delivery models to meet unique customer requirements.

- > Global delivery model with on-shore, off-shore and near-shore capabilities
- > Thousands of managed services experts with 7 years average communications experience
- > Industry best practices, e.g., 2-day bill cycle
- > Extensive communications-specific business process libraries
- > Automation and tools
- > Certifications for CMMI, ISO and SAS-70

AMDOCS MANAGED SERVICES OPERATIONS AND DATA CENTERS



GLOBAL MANAGED SERVICES OPERATIONS AND DATA CENTERS:



MANAGED SERVICES DATA AND OPERATIONS CENTER: CHAMPAIGN, IL, USA

- > Over 25 years experience in running end-to-end managed services operations for leading service providers in North America
- > Tier 4 data center with 24*7 operations
- > Supporting over 50 million subscribers
- > Generating 42 billion event records each month, with a 2-day billing turn



MANAGED SERVICES DATA AND OPERATIONS CENTER: MONTREAL, QUEBEC, CANADA

- > Over 8 years experience in running billing and data center operations – dedicated exclusively to the communications industry
- > Two state-of-the-art data centers for production and disaster recovery
- > Over 10 million invoices generated each month
- > Supporting convergent billing operations for Tier 1 service providers



DIGITAL COMMERCE SERVICES DATA CENTER: SEATTLE, WA, USA

- > 24*7 operations with multiple fiber optic networks
- > Offering data center facility management, infrastructure support, scheduling and operations monitoring
- > Supporting over 58 million accounts
- > Processing over 22 million digital commerce transactions every month



MANAGED SERVICES OPERATIONS CENTER: PUNE, INDIA

- > Mature off-shore operation centers in India with over 4,000 telecom IT professionals
- > Five facilities spread across Pune, Gurgaon and Mumbai
- > 24*7 operations engaged with end-to-end BPO operations and product support
- > Engaged with the entire spectrum of Amdocs products and business process operations
- > ISO 9001 and ISO 27001 certification



MANAGED SERVICES DATA CENTER: VIENNA, AUSTRIA

- > Over 8 years of experience outsourcing operations for European clients
- > Managing business process, application support and data center operations
- > 24*7 data center, infrastructure support and helpdesk operations
- > Two Tier 4 data centers located in Vienna



MANAGED SERVICES OPERATIONS CENTER: MAASTRICHT, NETHERLANDS

- > Over 6 years of experience in end-to-end managed services operations
- > 24*7 coverage supporting both Amdocs and non-Amdocs applications
- > Managing wholesale and retail billing, provisioning and partner settlement operations in a managed services environment
- > Processing over 400 million event record details every month



MANAGED SERVICES DATA CENTER: MELBOURNE, AUSTRALIA

- > 24*7 operations to support end-to-end managed service operations
- > Data center facility management, infrastructure support, scheduling and operations monitoring
- > Processing over 1 million database transactions and generating over 30 bill cycles every month
- > Certifications: AS/NZS ISO 9001:2008; Alignment with ITIL

AMDOCS MANAGED SERVICES ANALYST RECOGNITION

Amdocs has been recognized as an industry leader in managed services, business and systems transformation by a range of leading analysts and independent bodies.



“Amdocs’ greatest strength is its successful billing and care transformation projects and the resulting long-term relationships with Tier-1 CSPs. It has developed a deep understanding of the systems and processes of these operators, based in large part on its experience with massive transformation projects.”

Roz Roseboro, Senior Analyst, Analysys Mason

Gartner

- > Amdocs ranked No. 1 in worldwide market share for Telecom Professional Services, 2006-2008
- > Ranked No. 2 for worldwide revenue and market share, Data Processing and Hosting, 2006-2008

Source: Market Share: Telecom Operations Management Systems (BSS, OSS and SDP), Worldwide, 2006-2008; April 2009



“Amdocs has a proven track record with demonstrated transformation capabilities in various service provider accounts around the world. Amdocs’ deep understanding of its customers’ business and how the industry is evolving enables the company to use its broad technology and services portfolio to help service providers achieve their business objectives.”

Curtis Price, Program Vice President, Infrastructure Services, IDC



“Managed services have been proven to be cost effective in reducing operational costs and strategically effective in accelerating time to market, and thus we should expect even greater adoption over the coming years. CSPs will look to a proven OSS/BSS solutions provider that has significant domain expertise with managed services and companies like Amdocs are well positioned to capitalize on this growing demand.”

Paul Hughes, Research Principal, TM Forum



“Amdocs holds a powerful position in the OSS/ BSS managed services space and has secured long-term contracts with CSPs, including AT&T in North America.”

Claire McCarthy, Principal Analyst, Ovum

AMDOCS MANAGED SERVICES CUSTOMERS

AMDOCS MANAGED SERVICES CLIENTS

Amdocs provides managed services operations to a wide range of service providers and directory publishing companies in North America, Europe and Asia. As part of our long-term partnerships with these customers, we have consistently been able to deliver operational, financial and strategic value and proven business results.

SELECTED AMDOCS MANAGED SERVICES CUSTOMERS



AMDOCS MANAGED SERVICES CUSTOMERS – SUMMARY

MANAGED SERVICES CUSTOMERS	SCOPE AND COVERAGE
B/OSS MANAGED SERVICES	
at&t	A 7-year managed services program for application management of legacy billing, ordering and customer care systems
Sprint	Modernization and consolidation of Nextel/Sprint billing systems onto a single Amdocs platform under an 8-year managed services program
Bell	Consolidation and modernization of legacy customer care and billing systems across LOBs under a 6-year managed services program
T-Mobile US	A 4-year managed services program for management and operations of billing and customer care systems
metroPCS	Modernization of billing and customer care platforms under a 6-year managed services program
clearw're wireless broadband	Multi-year license and managed services agreement to support Clearwire's retail and wholesale business
XOHM	Launch of a new WIMAX business under a managed services model
CENTURYTEL	Managed services around IT and infrastructure management
T-Mobile UK	4-year managed services engagement for application management of billing and ordering platforms
vodafone	Retail and wholesale billing, customer care and provisioning consolidation and modernization under a 5-year managed services program
DIGITAL COMMERCE MANAGED SERVICES	
at&t	Central management of digital commerce sales, self service, partners and settlement processes across multiple store fronts on-portal (AT&T MediaMall) and off-portal, under a full hosting managed services model
Sprint	Hosted digital content management platform processing premium content transactions for Sprint Nextel iDEN and CDMA subscribers
alltel wireless	Multi-year hosted platform engagement to manage Alltel's premium content services and manage relationships with different content providers
metroPCS	Hosted platform to merchandize and market premium content to end-users by supporting merchant, offer and promotions management
verizon	Hosted solution to support billing of enterprise customers on behalf of Verizon's content partners
DOBSON Cellular Systems Now (AT&T)	Technology platform and managed services to manage Dobson's premium mobile content offering
boost mobile	Hosted digital content management platform processing Boost premium content transactions
T-Mobile SunCom	Processing all on-portal and off-portal T-Mobile Puerto Rico (formerly SunCom) premium content transactions and content storefront
T-Mobile INTERNATIONAL	Full outsourcing of T-Zones on-portal content retailing business in 5 countries: Germany, UK, Austria, Netherlands and Croatia
ADVERTISING AND MEDIA MANAGED SERVICES	
at&t	7-year end-to-end managed services agreement, with modernization to support directory services operations
Fiserv Investment Support Services	Ongoing application support and IT infrastructure outsourcing operations for Fiserv Investment Support Services
RHDonnelley	4-year managed services agreement to unify and modernize and manage directory publishing operations
sensis	5-year managed services agreement to manage and consolidate the front- and back-office systems onto a single Amdocs platform

**AMDOCS MANAGED SERVICES
CUSTOMER TESTIMONIALS**



“The long-term managed services relationship with Amdocs has helped us deliver significant financial impacts to our business. With the enhanced billing platform and outsourced operations, we have been able to improve the operational efficiencies and key service levels while lowering the time for new product introductions.”

Frank Anderson, Senior Vice-President, IT Delivery, Bell Residential Services and Bell Canada



“Amdocs also has been driving some of the largest and most complex business transformations in the communications industry for nearly a quarter of a century. This (managed services) contract is a natural evolution of our successful eight-year relationship with Amdocs and reaffirms the company as one of our most strategic and trusted business partners.”

Guy Laurence, Former Chief Executive Officer, Vodafone Netherlands



“Amdocs outsourcing has played a vital role in simplifying the large and complex architecture that we inherited, to meet the current needs of our company. By relying on Amdocs, we were able to leverage their vast experience in a wide range of operations, rather than making a huge investment in developing IT skills and resources to run the new IT infrastructure ourselves.”

Helen Cousins, Chief Information Officer, Fiserv Investment Support Services



“Amdocs enables Sprint to improve operational efficiencies in our billing cycle and our care and collection systems. And it is all about improving the customer’s overall experience. Operational efficiency means managing costs and running a better business and that drives customer retention and drives greater sales.”

“Amdocs has helped us reduce bill-to-revenue time which resulted in a reduction of call center cost. Getting the bill to the customer soon after service delivery invariably means less lag time for questions and queries so there are fewer call center calls.”

Scott Rice, VP, Customer Billing Services, Sprint



“Amdocs has been a valuable partner for nearly 20 years, and we look forward to continuing to work with them as we further optimize our operational processes across R.H. Donnelley. This will help us improve service effectiveness and process efficiencies both internally and externally.”

George Bednarz, Executive Vice President, Enterprise Sales and Operations, R.H. Donnelley



“The tight integration of the Amdocs products will help MetroPCS to increase operational efficiencies for quicker product-offering introductions, and to equip our agents with a consolidated view of all customer information for faster resolution of customer issues and an enhanced customer experience. By having Amdocs operate the systems at their data center, we can also reduce operational costs and offer even lower rates to our customers.”

John Olsen, Chief Information Officer, MetroPCS

“As Clearwire continues to expand our nationwide mobile WiMAX network, we are investing in proven technology to enable us to launch new products quickly and deliver a powerful customer experience. By partnering with Amdocs, we will deploy an integrated platform to support a growing customer base and to collaborate more effectively with our wholesale partners.”

Jeff Pearson, Vice President of Information Technology, Clearwire

CASE STUDY 1

BSS TRANSFORMATION AND MANAGED SERVICES

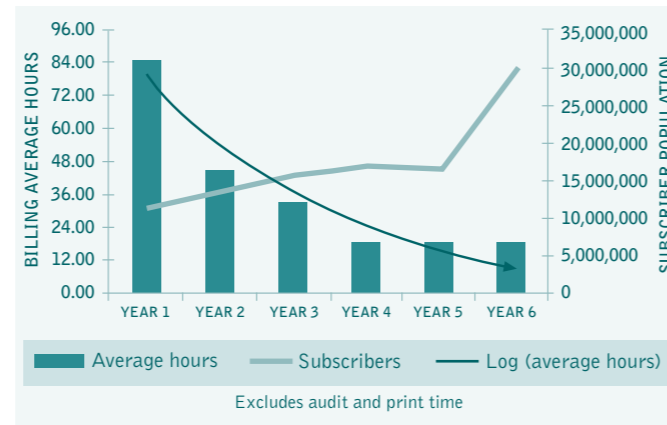
ENGAGEMENT SUMMARY

- > Multi-year BSS managed services engagement with Transformation
- > End-to-end customer care and billing operations
- > One of the largest data and subscriber migrations in the communications industry
- > Coverage includes Business Process Operations, Application Management, Infrastructure Management, Service Delivery Management

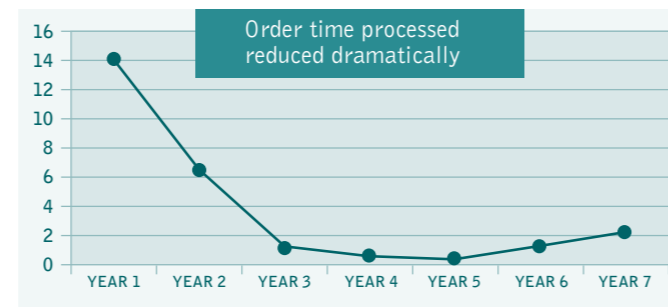
KEY BENEFITS

- > Consolidated billing platform serving post-paid, pre-paid and wholesale customers
- > Improved overall operational efficiencies by 25%
- > Reduced infrastructure costs by 20%
- > Reduced bill cycle duration by 73%
- > Lowered average time for order completion by 85%
- > Lowered time to repair critical defects by 84%

BILLING PERFORMANCE (YEAR 1 THROUGH 6)



AVERAGE ORDER TIMES (MINUTES)



CASE STUDY 2

BSS TRANSFORMATION AND MANAGED SERVICES

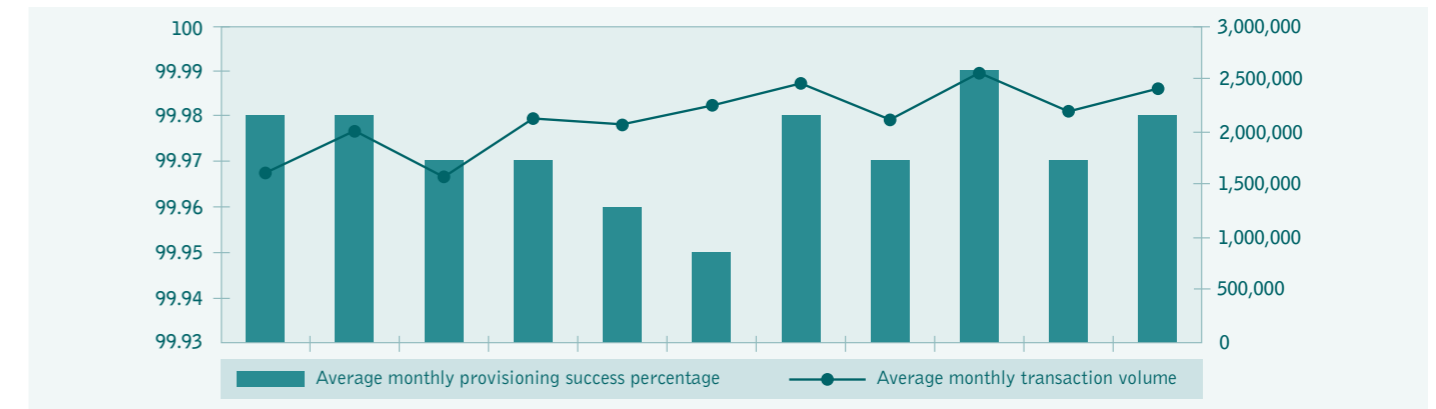
ENGAGEMENT SUMMARY

- > Large-scale managed services engagement with consolidation and modernization
- > Managing legacy (non-Amdocs) and Amdocs applications around Customer Care, Billing, Provisioning and Partner Wholesale systems
- > Coverage includes Business Process Operations, Application Management, Infrastructure Management and Service Delivery Management

KEY BENEFITS

- > Consolidated number of legacy applications into a modernized Amdocs platform
- > Reduced operational costs by 25%
- > Significant reduction in bill processing time
- > Provisioning success percentage remained stable at 99.97% in spite of the growing number of monthly provisioning transactions
- > Smooth transition of client employees with minimal impact on staff and day-to-day business operations
- > Enabled quick launch of new services
- > Improved service quality

AVERAGE TRANSACTION VOLUMES AND SLA PERFORMANCE



CASE STUDY 3

BSS TRANSFORMATION AND MANAGED SERVICES

ENGAGEMENT SUMMARY

- > Multi-year managed services engagement
- > End-to-end customer care and billing operations
- > Managing Amdocs and non-Amdocs applications
- > Consolidation and modernization of legacy billing systems across different lines of business
- > Coverage includes Business Process Operations, Application Management, Infrastructure Management and Service Delivery Management

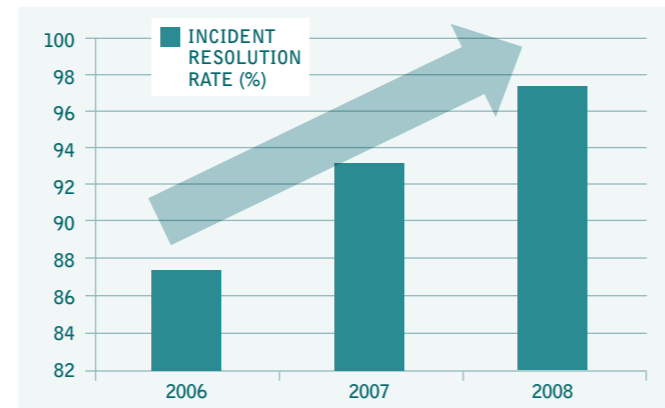
KEY BENEFITS

- > Consolidated billing platforms, resulting in a single unified bill and increased customer satisfaction
- > Reduced operational costs by 40%
- > Increased operational flexibility
- > Reduced time to market for new services
- > Billing accuracy improved to 99.95%
- > Reduced overall bill delivery timeline by more than 2 days
- > Incident resolution rate improved to 98%

YEAR-OVER-YEAR COST SAVINGS



INCIDENT RESOLUTION RATE (%) YEAR-END AVERAGE



CASE STUDY 4

NON-AMDOCS APPLICATION MANAGEMENT

ENGAGEMENT SUMMARY

- > Long-term managed services deal covering billing, ordering, customer care functions
- > Amdocs and non-Amdocs applications
- > Non-Amdocs applications include carrier access/retail billing systems, ordering and wholesale systems
- > Data Center Operations for wireless billing applications
- > Coverage includes Business Process Operations, Application Management, Infrastructure Management and Service Delivery Management

KEY BENEFITS

- > Day 1 cost savings of ~15-20%
- > Overall cost reduction of ~30%
- > Ongoing quality and productivity improvements
- > Best-in-class operations with minimal disruption to ongoing operations
- > Wireless platform modernization
- > Single accountable vendor for Application Design, Development and Maintenance

CASE STUDY 5

B/OSS TRANSFORMATION AND MANAGED SERVICES

ENGAGEMENT SUMMARY

- > Managed services with modernization of billing, customer care and OSS operations
- > Managing Amdocs and non-Amdocs applications
- > Modernization with Amdocs solutions (post-paid, pre-paid, retail/point-of-sale, service control point, roaming)
- > Coverage includes Business Process Operations, Application Management, Infrastructure Management and Service Delivery Management

KEY BENEFITS

- > Overall cost reduction
- > Lower time to market to launch new services
- > Move to a convergent, scalable, next generation solution to meet subscriber growth
- > Robust operations and best-in-class SLAs



CASE STUDY 6

ON AND OFF-PORTAL, STOREFRONT MANAGEMENT

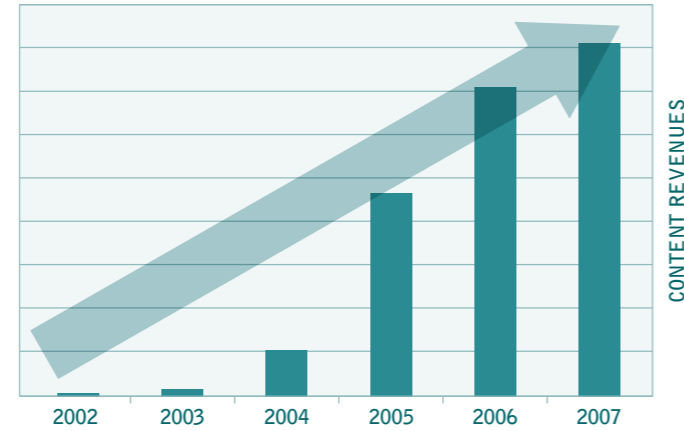
ENGAGEMENT SUMMARY

- > Centrally manage all digital commerce partners and settlements, both on and off-portal
- > Storefront management supporting different digital services across multiple payment methods
- > Provide self-service capabilities to partners
- > Content Partner Settlement
- > Managed services operation hosted in Amdocs data center facility

KEY BENEFITS

- > Generating millions of transactions every month for both on- and off-portal
- > Hundreds of partners on-boarded using automated tools, reducing overall costs
- > Supports multiple storefronts with hundreds of thousands of content items available to subscribers
- > Provides self-service interface for partner on-boarding, offer management, reporting and auditing, reducing total cost of ownership
- > Monthly content revenues rose by 15%, with a 3% decrease in content refunds

GROWTH IN CONTENT REVENUES



Significant increase in revenue (\$ millions): over 3,113% gain generated from premium content

CASE STUDY 7

HOSTED DIGITAL CONTENT MANAGEMENT

ENGAGEMENT SUMMARY

- > Fully outsourced operations across 5 countries
- > Content services (content licensing, content management and storefront management, reporting)
- > Coverage includes Applications Management, Data Center Operations, Services Delivery, Change Requests and Release Upgrades

KEY BENEFITS

- > One unified digital content platform for 5 countries
- > Risk sharing via per transaction fee business model
- > Significant reduction in Total Cost of Ownership (TCO)
- > Increased gaming revenues by ~50% YoY and video content revenues by ~100% YoY

CASE STUDY 8

DIRECTORY PUBLISHING AND IT OUTSOURCING

ENGAGEMENT SUMMARY

- > Multi-year managed services engagement
- > Application Development and Maintenance (ADM) of Amdocs and non-Amdocs applications
- > Includes modernizing 175 legacy applications into a single, enterprise-wide platform
- > Providing majority of IT services, supporting over 11,000 end users across 100+ locations

KEY BENEFITS

- > Immediate and ongoing cost savings
- > Single vendor accountability tied to a flexible SLA model
- > Enterprise-wide solution enabling common business processes across the organization, allowing for better work-load balancing and labor expense reduction
- > Deployment of technology solutions that achieve standardization and cost efficiencies

AMDOCS – YOUR PREFERRED MANAGED SERVICES PARTNER

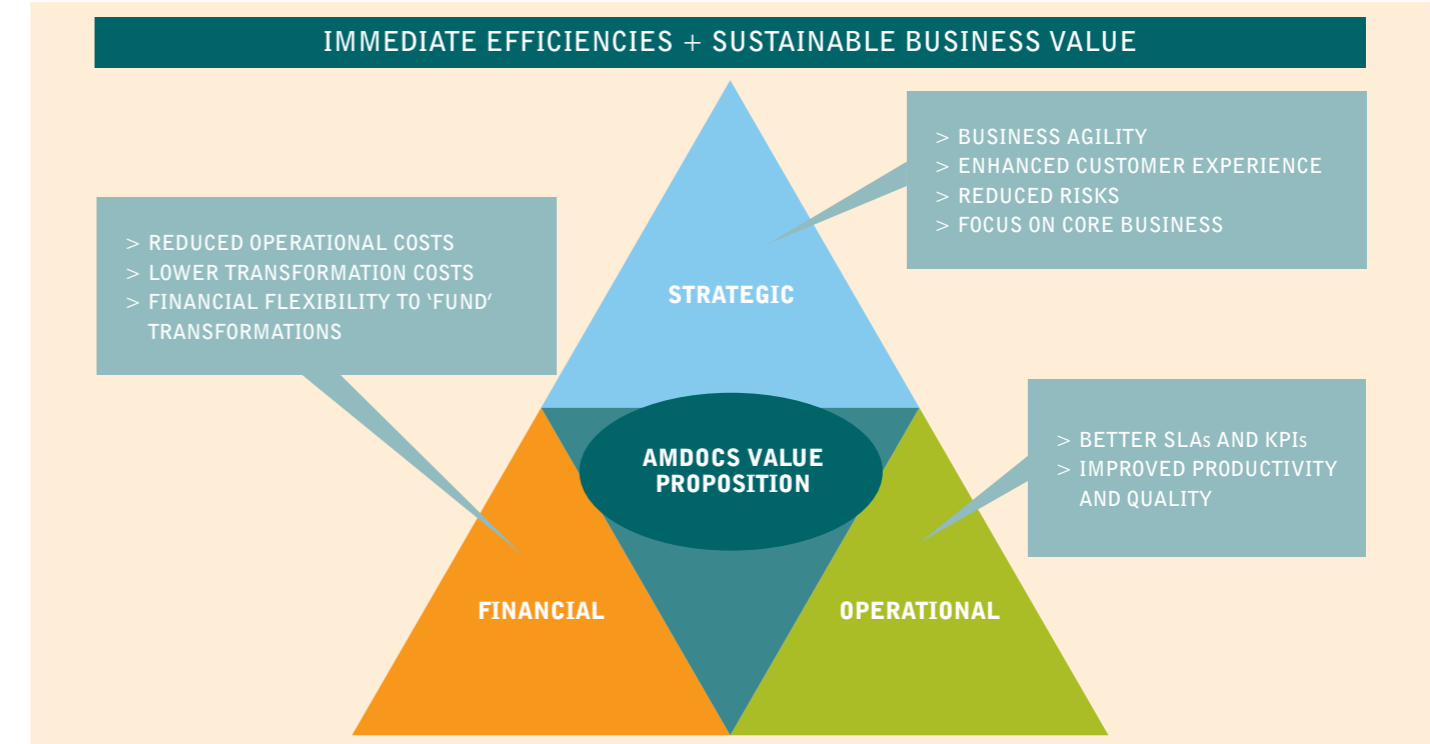
AMDOCS MANAGED SERVICES – VALUE PROPOSITION

Service providers select Amdocs Managed Services to reduce costs, support growth, improve operational quality and lower project risks. Leveraging our deep communications expertise, comprehensive products and services portfolio, operational assets and transformation experience, Amdocs Managed Services projects continue to deliver proven financial, operational and strategic benefits to customers worldwide.

Amdocs Managed Services projects deliver day 1 savings and significant year-over-year cost reduction, while providing compelling financial

models to support risk sharing, CAPEX-OPEX flexibility and funding mechanisms for transformation programs.

Amdocs knowledge of its own B/OSS applications and its proven capabilities around non-Amdocs applications, combined with its deep communications expertise, assets and best practices, ensure improved operational results, with higher productivity and quality and better SLAs and KPIs. Furthermore, Amdocs provides contractual commitments – including bonus and penalty mechanisms – to best-practice SLAs.



The Amdocs Managed Services offering is supported by Amdocs products that are designed to drive agility, growth, ARPU (average revenue per user), rapid time to market and a superior customer experience – providing strategic, long-term benefits and delivering both immediate efficiencies and sustainable business value.

Our global presence, scale and financial stability, as well as our unmatched delivery track record, extensive transformation experience and single-focal-point accountability, enable service providers to minimize the risks associated with managed services programs.

ABOUT AMDOCS

Amdocs is the leader in customer experience systems innovation, enabling world-leading service providers to deliver an integrated, innovative and intentional customer experience™ – at every point of service. Amdocs provides solutions that combine the software, service and expertise to help our customers execute their strategies and achieve service, operational and financial excellence. Our unique business model focuses on enabling our customers to create differentiation and build brand, loyalty, profitability and competitive leadership. A global company with revenue of \$3.16 billion, Amdocs has more than 17,000 employees and serves customers in more than 50 countries around the world. Visit Amdocs at www.amdocs.com.

Amdocs has offices, development and support centers worldwide, including sites in:

THE AMERICAS

BRAZIL
CANADA
MEXICO
UNITED STATES

ASIA PACIFIC

AUSTRALIA
CHINA
INDIA
JAPAN
THAILAND

EUROPE, MIDDLE EAST & AFRICA

CYPRUS
CZECH REPUBLIC
FRANCE
GERMANY
HUNGARY
IRELAND
ISRAEL
ITALY
NETHERLANDS
POLAND
RUSSIA
SOUTH AFRICA

SPAIN
SWEDEN
TURKEY
UNITED KINGDOM

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