

A hand holding a black pen is shown writing on a document. The document has some faint lines and text. In the background, a keyboard is visible. The overall scene is lit with a warm, yellowish light. The text is overlaid on the image in white and orange.

PROGRAM MANAGEMENT OFFICE FOR COMMUNICATIONS SERVICE PROVIDERS

Aricent®

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Transformation in telecommunications

Service providers are experiencing unprecedented change. For consumers, the quality of service and device experience now trumps technology and price as their key purchase criteria. Advanced technologies like 4G/LTE, smartphones, and interactive applications like live video are increasingly becoming the norm. In response, service providers are seeking to develop experience strategies that capitalize on their unique assets, strong brands, and deep customer relationships, helping them launch new offerings to attract and retain subscribers. The key to a successful product or service launch is highly effective program management.

For the last 20+ years, we at Aricent have been offering Program Management Office (PMO) services targeted at leading telecommunications service providers, equipment manufacturers, and device manufacturers globally, helping them achieve their financial and strategic objectives through excellence in project execution.

The CIO challenge

As the telecommunications market evolves and new technologies such as LTE come into prominence, managing projects for service providers, equipment manufacturers, and device manufacturers has become much more difficult. Increasingly complex telco environments with stakeholders from multiple domains and backgrounds being involved across the entire project lifecycle only add to the challenge. CIOs of such organizations are constantly being tasked to deliver projects within time and budget, showcasing higher PMO maturity.

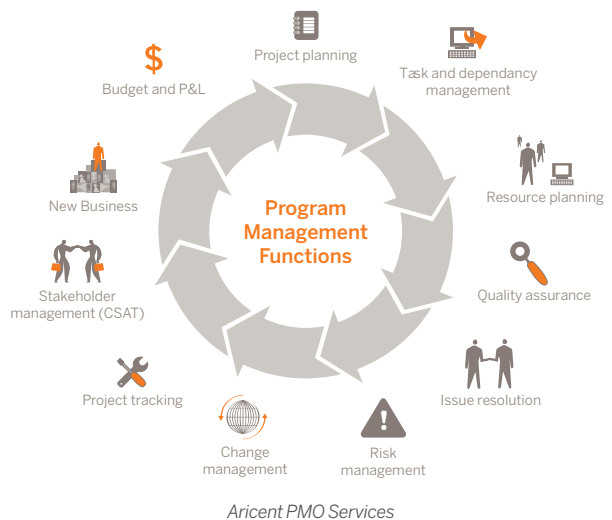
Achieving PMO excellence

Process inefficiencies, legacy tools and reporting and delayed delivery all add up to schedule slippages, high delivery risks, and budget overruns. To achieve project delivery excellence, CIOs need both an integrated view of telecom systems, processes, IT, resources, and financials within pre-defined timelines and a comprehensive matrix of project-related dependencies. This is driving the PMO evolution from a basic administration and "gate-keeping" function to a "value-addition" function that not only defines, but ensures the implementation of consistent core

processes, comprehensive analytics, and data-driven reporting for the entire organization.

PMO services from Aricent

At Aricent, we have successfully engaged with leading service providers, equipment manufacturers, and device manufacturers to address critical challenges across areas such as aligning projects to organizational strategy, delivering on schedule and within budget, as well as optimally allocating available resources. Our integrated approach to program management has helped many organizations de-risk project delivery and achieve excellence in the execution of programs.



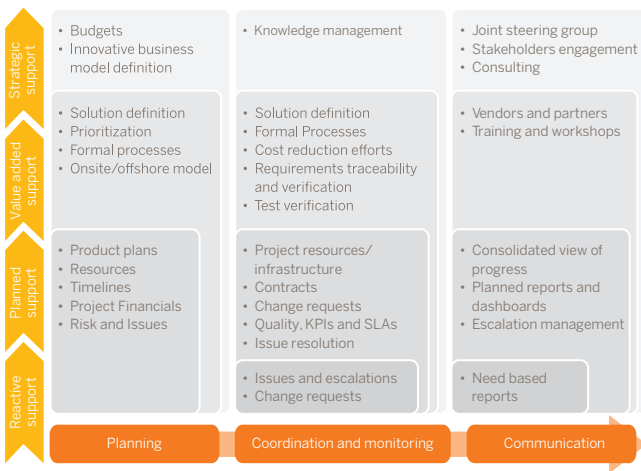
Aricent PMO delivers integrated project management capabilities across the entire project lifecycle, from business case creation to project closure through role appropriate training, adaptive methodologies, and resource planning. We also help organizations establish robust change management practices that incorporate statutory reporting, real-time monitoring, strong adherence to Service Level Agreements (SLAs), and early quality control through the software development cycle.

Our unique PMO engagement model encompasses technical and system implementation, testing, integration, migration, and transformation aspects of a project.

- > **Assess and Define:** We partner with our clients to understand and assess project management needs at different maturity levels while jointly defining objectives to achieve best-in-class performance.
- > **Implement and Train:** Using a phased approach and best in class methodology, tools, and resource training. We implement required governance and standards to accomplish the desired PMO maturity and stakeholder oversight.
- > **Manage and Control:** We encourage continuous improvement in processes, through contemporary tools and industry best practices, to address organizational restructuring and optimized performance needs.

Aricent client engagement model

Aricent has designed a collaborative client engagement model to provide a flexible operating framework and maximize the value of engagements. Our Client Engagement Model covers the entire PMO cycle including requirements gathering, planning, co-ordination, monitoring, and project closure.



Aricent Client Engagement Model

Aricent PMO Benefits

- Integrated Telecom Management View
- 360-Degree Customer View
- Lowered Total Cost Of Ownership (TCO)
- Operational Excellence
- Statutory Reporting

CASE STUDIES

Leading South Asian service provider

As an end-to-end systems integrator, we provided our client with services for hardware and third party software development, program management, project management, deployment, and support of their Mediation and Interconnect solution.

The scope of our PMO responsibilities included management of project project scope, communications issues, logistics, vendors, resources, tasks and dependencies, customer relationships, cost and budget, and resources. Additionally, we were also responsible for delivering regular dash boards and reports and coordinating activities across multiple stakeholder groups.

Tier 1 European service provider

We successfully delivered a managed services engagement for a leading Tier 1 operator in Europe, helping them rapidly move to the new model with a structured transition program.

Our dedicated onsite PMO team was responsible for managing offshore solution development and verification followed by onsite deployment. The team also coordinated access to the test environment to ensure pair-wise testing between the on-site production environment and the offshore labs. The engagement was delivered in a highly collaborative manner, with the on-site PMO team supported by dedicated offshore teams in India, and under the guidance of a management team based out of the U.S.



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The Aricent Group is a global innovation and technology services company that helps clients imagine, commercialize, and evolve products and services for the connected world. Bringing together the communications technology expertise of Aricent with the creative vision and user experience prowess of frog, the Aricent Group provides a unique portfolio of innovation capabilities that seamlessly combines consumer insights, strategy, design, software engineering, and systems integration. The client base includes communications service providers, equipment manufacturers, independent software vendors, device makers, and many other Fortune 500 brands. The company's investors are Kohlberg Kravis Roberts & Co., Sequoia Capital, The Family Office, Delta Partners, and The Canadian Pension Plan Investment Board.

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