

CONNECTING **THE DOTS** in Telecom Operations

Telecom companies are shifting gears towards an ecosystem-based business model, partnering synergistically with digital content service providers. With seismic changes in customer expectations and increased executive push towards digitization, the strategic imperative for telcos is to revitalize their engagement strategies to prevent stagnation.



CEOs said they are being challenged by the board of directors to make progress in digital business

Gartner

25% of CIOs from the telecom sectors are placing digital business / digital transformation as their number one business objective in 2018.







In a 5G network, wireless data can travel 10 times faster than most 4G networks. Latency will drop precipitously with 5G by a factor of 10.

Operators to extend their subscriber base from 6 billion people to 50 billion or even over a trillion machines and objects by



SHIFTING GEARS TOWARDS AN **ECOSYSTEM-BASED BUSINESS MODEL**

Traditional Telecom Customer Engagement Model

Telecom Digital Ecosystem Mode



DIGITAL TECHNOLOGIES POWERING ECOM ECOSYSTEM

Digital promises to revolutionize the telecom ecosystem and will host an array of growth opportunities for the telecom providers beyond connectivity and collaboration.

5G -**The Central Neural System** and Future of Telecom **Operations**





for Low Latency

Location-based

Campaigns

Services for Targeted







Insights

Deep Analytics for Customer Intelligence



Virtual Reality

and Augmented Reality for Digital Content Consumption



loT for Network Transformation



Proliferation of Connected Devices



Lack of Innovation and Strategy to Handle Changing Customer Demands



Disjointed Business and Technology Goals Impacting Growth

CHALLENGES IN THE TELECOM INDUSTRY

Failing to Build a Partner Ecosystem to **Divide and Conquer**

Lack of Domain **Expertise and Skillsets** to Effectively Handle Disruptions



Network Latency Issues Resulting in Service Availability Issues

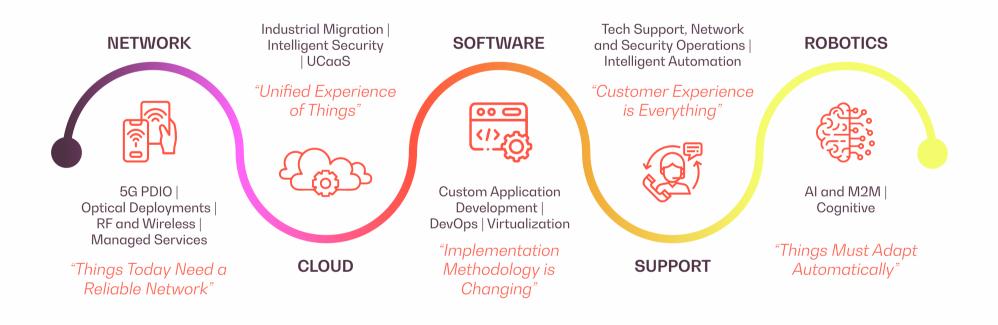




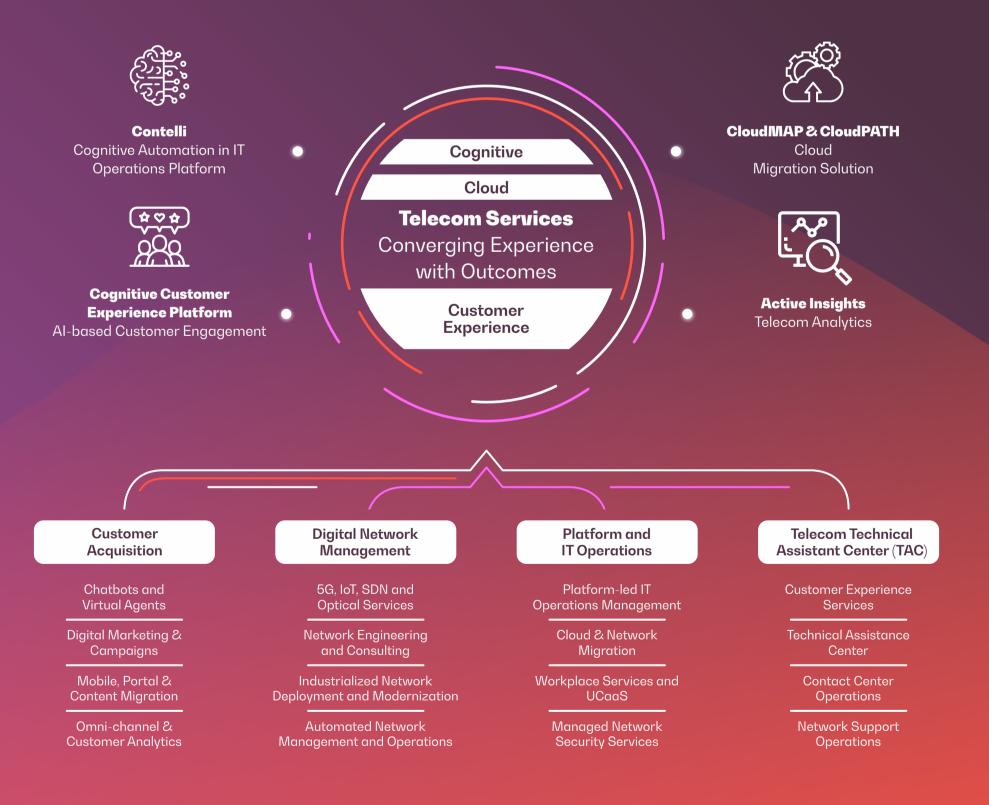
INTRODUCING **MOVATE'S NCSSR FRAMEWORK CONVERGING EXPERIENCE WITH OUTCOMES**

Movate's NCSSR Framework (Network – Cloud – Software – Support – Robotics) enables telcos transform from traditional service models to new age service models.

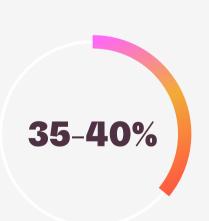
Our solution enables telecom organizations improve customer experience, drive personalization, create new revenue streams, and enhance operational efficiency.



MOVATE'S TELECOM SERVICES POWERED BY **NCSSR** FRAMEWORK



KEY BENEFITS



Faster Time-to-Market with New Offerings through 5G, Cloud and SDN

12-15%

Increase in Customer Experience through Analytics and Mobile in Telecom Operations



Increase in Average Revenue Per Customer through Cognitive and **Deep Analytics**



Improved Predictions in Network Resilience Issues through Intelligent Automation

KEY INDUSTRY AWARDS AND RECOGNITIONS



Positioned in "Winner's Circle" of HfS Research **Blueprint Report on telecommunications Operations Services**, 2018



Winner of Stevie Awards for Driving Innovation in Telecom Customer Services, 2018

FORRESTER[®]

Recognized as a "Strong Performer" in Forrester Wave for Customer Analytics Services, 2017



Recognized as a "Leader" in Telecom Customer Management Services by NelsonHall. 2017



ABOUT MOVATE : Movate, formerly CSS Corp, is a digital technology and customer experience services company committed to disrupting the industry with boundless agility, human-centered innovation, and a relentless focus on driving client outcomes. Recognized as one of the most awarded and analyst-accredited companies in its revenue range, Movate helps ambitious, growthoriented companies across industries stay ahead of the curve by leveraging its world-class talent of over 11,700+ full-time Movators across 20 global locations and a gig network of thousands of technology experts across 60 countries, speaking over 100 languages.