

# AMDOCS & IBM ALLIANCE



Amdocs and IBM offer joint CRM and billing solutions and services to leading communications service providers worldwide. Amdocs products are compatible with IBM AIX and Websphere.

## ABOUT AMDOCS

Amdocs combines innovative software products and services with deep business knowledge to enable true integrated customer management to the world's leading communications providers. Our best-in-class billing and CRM products seamlessly link all customer-facing business processes - marketing, sales, ordering, delivery, fulfillment, billing, settlement, service, support, and analytics - resulting in stronger, more profitable customer relationships. Amdocs enables its customers to implement their business strategy with rapid return on investment, lower total cost of ownership and improved operational efficiencies.

## ENABLER: BILLING FOR CONVERGENCE

Amdocs Enabler provides flexible, real-time rating and billing for all voice, data, content and commerce services. It allows communications service providers to support prepaid-postpaid and wireline-wireless convergence with a single product. Enabler and Clarify feature a coordinated roadmap and vision for reduced implementation risk and TCO, and improved customer service.

## PARTNER RELATIONSHIP MANAGEMENT

Amdocs PRM (Partner Relationship Management) maximizes partner-related profits by managing intercarrier, content and commerce partnerships. It supports flexible revenue-sharing agreements including partner billing and revenue settlements, and provides partner self-service capabilities.

## CLARIFY: CUSTOMER LIFECYCLE MANAGEMENT

Amdocs Clarify provides the capabilities needed to maximize every customer interaction. Through closed-loop CRM, providers are able to deliver the right offers and support to the right customer at the right time.

Amdocs Order Management automates and streamlines order fulfillment from order capture to billing for all products and services. It minimizes time to market for new products and services and ensures that customer requests are handled in a single customer contact.

Amdocs eCare empowers customers with robust self-service capabilities over the Web and mobile devices. Residential and corporate customers and equipment dealers can manage their accounts, services and bills online for an improved customer experience.

## COMPREHENSIVE SERVICES

Amdocs products are backed by innovative services, including implementation and integration, flexible managed services and advisory services. Our service professionals possess the product expertise and inside knowledge of communications required to ensure superior business results.

## CONTACT INFORMATION

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