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TCS HOBS™ for Fiber Operations and Monetization

The growing demand for full fiber access is attributed to some critical factors. The pandemic was the most significant driver that accelerated the need for high-speed broadband to enable remote access to work, education, and healthcare. Governments around the world are investing in fiber infrastructure to promote economic development and to address the inequality of broadband access based on geographical factors. For fiber operators, delivering exciting bundled services faster ensures a sustainable competitive advantage.

The subsequent challenges for fiber operators are both numerous and multifaceted. Let us take a glimpse through some of the pressing questions:

- How do you roll out networks faster and in a sustainable way?
- How do you build a simple, contextual, and an automated IT stack to deliver a great experience to customers?
- How do you create value in enterprise market?
- How do you ensure that the total cost of ownership (TCO) for business and IT operations remains within budget?

These questions have been the foundation of the philosophy that TCS has employed to both design and develop TCS HOBS™ for Fiber Operations and Monetization.

Overview

TCS HOBS for Fiber Operations and Monetization is a plug-and-play IT stack that provides all the business capabilities required to run a fiber business. It can be deployed rapidly, using future-ready delivery methodologies. It's modular design aids adding new capabilities to meet changing demands in the business. We describe this approach as fit for purpose and fit for growth.

The solution is deployed globally, catering to multiple fiber operators in Europe and Asia. Delivery excellence is fundamental to TCS, and we have a proven history of successfully executing numerous transformation programs.

Solution

TCS HOBS for Fiber Operations and Monetization is cloud-native, TM Forum certified, and mapped to the Open Digital Architecture (ODA). It comes with OpenAPIs providing seamless integration and enhanced flexibility. It encompasses a comprehensive set of pre-integrated capabilities across business and operational support functions for improved deployment times. The key applications of the platform include CRM, product catalog, order management, billing, inventory, fulfilment, and service assurance.

The TCS approach to transforming or launching fiber business is proven and includes elements such as:

- Pre-integrated yet modular components with ready-to-deploy business processes for Minimum Viable Product (MVP) based agile delivery.
- TM Forum certified, Cloud-native, and multi-tenant capabilities with OpenAPIs.

- A catalog-driven order architecture that enables seamless ecosystem integration and rapid launch of new products and bundles improving the time to market.
- Robust analytics and reporting engine empower enterprises to deliver context-driven experiences.
- Predictive, prescriptive analytics, and intelligence reduce risk and help make informed decisions, reducing the cost of failure.
- Business SLA-driven engagement model, Scaled Agile (SAFe) way of working with DevOps and continuous delivery and continuous deployment (CI/CD) at the core.
- Flexibility within the commercial model.

Benefits

TCS HOBS helps customers reap the following benefits:

>99% zero touch activation

> 8000 new product launches

>30% reduction in TCO

>16% week new fiber business launch with E2E OSS/BSS

>8% sustained revenue growth

The TCS advantage

TCS partners with global customers, driving their growth and digital transformation journeys. We help enterprises become digital-first businesses with:

Future-ready business models: TCS enables enterprises to transform customer experience and drive growth by building truly differentiating capabilities through technology transformation enabled by a machine first approach and cloud-first modernized platforms, business-centric product-based operating model, enterprise-wide adoption of agile, and building ecosystems and new models.

Strategy to implementation approach: At every step of the transformation journey, we assist enterprises with an in-depth understanding of their unique requirements, charting the roadmap, and driving implementation.

Seamless experience and delivery accountability: TCS has an extensive expertise and experience delivering complex transformation programs. By working as true partners over the long term, we deliver the most sustainable and successful results.

Domain expertise: By partnering with TCS, you can leverage the experience of technology and domain experts who adhere to industry-leading practices to drive successful business outcomes.

Awards and accolades

- TCS ranked number one for ninth consecutive year in Customer Satisfactionby Whitelane Research Survey
- Ranked number one amongst top 10 companies, India by LinkedIn
- TCS recognized as the #1 Top Employer in the United States, Europe and Asia Pacific; #2 in Latin America
- Ranked amongst top 3 employers across 18 countries
- Recognized as a global top employer for sixth consecutive year by Top Employers Institute
- Named India's overall most outstanding company in Asiamoney's 2019 Poll
- Won 2021 CIO 100 award for workplace resilience solution developed during pandemic
- Won Four Stevie® awards at the 2020 International Business Awards
- Ranked overall best managed technology company in Asia by FinanceAsia Poll
- Won 2021 Data Breakthrough award for AI-Powered Software Suite
- HR Excellence Award 2020
- Recognized as sustainability leader in the Dow Jones Sustainability World Index
- Recognized as a most valuable global brand 2021 by Kantar Brandz
- Recognized as a U.S. Superbrand for strength of business reputation and community impact
- Recognized as a UK Superbrand for exceptional customer reputation and community contribution
- Recognized as one of the top 2 most valuable IT services by Brand Finance

Contact

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About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that has been partnering with many of the world's largest businesses in their transformation journeys for over 50 years. TCS offers a consulting-led, cognitive powered, integrated portfolio of business, technology and engineering services and solutions. This is delivered through its unique Location Independent Agile™ delivery model, recognized as a benchmark of excellence in software development.

A part of the Tata group, India's largest multinational business group, TCS has over 613,000 of the world's best-trained consultants in 55 countries. The company generated consolidated revenues of US $25.7 billion in the fiscal year ended March 31, 2022, and is listed on the BSE (formerly Bombay Stock Exchange) and the NSE (National Stock Exchange) in India. TCS' proactive stance on climate change and award-winning work with communities across the world have earned it a place in leading sustainability indices such as the MSCI Global Sustainability Index and the FTSE4Good Emerging Index.

For more information, visit **www.tcs.com**