

Amdocs, the leading provider of customer experience systems and services and Telkom South Africa (Telkom SA), the country's largest fixed-line provider and a growing wireless carrier, have signed a managed services agreement.

Under the agreement, Amdocs will provide a converged business support and operations support systems (B/OSS) platform. The agreement has been signed for a period of four years.

The transformation project will provide an enhanced customer experience across Telkom SA's lines of business, customer segments and channels as well as the flexibility and agility to introduce new products and services. Amdocs will also provide end-to-end management of Telkom SA's billing operations, covering application development, integration management, testing, maintenance and bill production, including e-billing.

By consolidating operations on Amdocs' billing and convergent charging systems, Telkom SA will be able to offer its customers innovative pricing bundles and new, value-added services, such as mobile payments. In addition, Telkom SA will be able to deliver a compelling customer experience, as well as increasing opportunities for up-selling and cross-selling across different lines of business, thereby maximizing revenue and driving growth.

"Amdocs' market-leading billing and convergent charging systems, coupled with our industry-specific services and operational capabilities, gives our managed services customers full accountability and expertise in supporting their highly complex environments," said Rebecca Prudhomme, vice president of product and solutions marketing at Amdocs. "With Amdocs handling its day-to-day operations, Telkom SA will be able to focus on its customers, marketing initiatives and business growth."

Amdocs' customer experience systems have been deployed at Telkom SA since 1999, including billing, customer relationship management and order management.

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