

Since 1986, IBM and Oracle Corporation have teamed to create smart, serious innovation.

More than 100,000 joint customers benefit from the strength and stability of the IBM and Oracle alliance. It provides technology, applications, services, and hardware solutions that mitigate risk, boost efficiency, and lower total cost of ownership.

IBM and Oracle work together to transform the Business and Operational Support Systems of telecommunications service providers worldwide including Vodafone Pacific, Bharti Airtel, and KPN.

Service providers—both legacy and new—need to transform their business and operational support systems.

In today's highly competitive and rapid growth environment, service providers must find new and better ways to differentiate their networks to gain (or maintain) their share of this dramatically expanding market.

They are also looking for solutions to help them eliminate cost-intensive information silos.

This can help increase efficiency and improve responsiveness to customer needs.

With that in mind, IBM and Oracle are helping service providers:

Drive revenue growth and profit by:

- Identifying and providing new services and introducing them rapidly and flexibly
- Improving average revenue per user and attracting new subscribers

Increase customer satisfaction by:

- Reducing customer 'churn'
- Streamlining system complexities to minimize process breakdowns and lower costs

Decrease the activation time and improve the customer experience.

IBM and Oracle's solutions bring together:

- Global experience — IBM's Global Business Services practice has the experience of thousands of practitioners and client engagements.
- Complete solutions — We are experts in "order-to-cash" and "service assurance" solutions.
- We combine market-leading software, hardware and services with deep telecom industry expertise.
- Shared commitment to open standards — We help ensure high-value, compatible, compliant solutions based on customer choice.

Be assured. An IBM/Oracle solution can fit your unique business needs — no matter where in the world you are.

IBM and Oracle collaborate closely all over the globe — from our Teleco Centers of Excellence in Bangalore, India and Austin, Texas, to our Joint Solution Center in Montpellier, France — all the way to our Systems Performance Lab in Beaverton, Oregon.

What does this mean to you? Listen as Anthony Behan, IBM Global BSS/OSS Solution executive explains.

For example, IBM and Oracle are helping a Dutch telecom differentiate customer service at all touch points and are realizing new opportunities for cross-selling and upselling.

In addition, the Dutch client now has a customer-centric end to end billing process.

We're also helping a mobile operator, based in India, reduce costs while enabling rapid growth—simply by outsourcing strategic functions.

Further proof of the superiority of our solutions is how well they work together.

Our billing and revenue management and service activation solutions provide excellent performance and scalability.

A recent benchmark for Oracle Communications Billing and Revenue Management on an IBM Power 570 and IBM System Storage DS8300 is a testament to this. 100 million subscribers can be billed in less than 14 hours.

33 million online events can be processed per hour for 100 million subscribers.

This translates to an increase of four times faster billing.

With Oracle Communications service activation and the IBM Power 570, you can reach 120 activations per second.

IBM and Oracle have an excellent track record for delivering business value in the telecom industry and providing solutions that offer end-to-end support for the key business processes within telecom companies.

Telecom service providers need to act now to meet the challenges of this rapid growth environment. IBM and Oracle are working together to provide the tools service providers need to differentiate themselves and gain market share.

Our joint applications, innovative technologies, and reliable systems and storage are all backed by proven implementation expertise and know-how.

Begin your business and operational support systems transformation—today! Contact IBM to learn more about BSS/OSS solutions.

