

Ardvark's Application Managed Service for Telcos

# REINVENTING APPLICATION-MANAGED SERVICE WITH EXPERT 24X7X365 OPERATIONAL SUPPORT

## Expert 360 degrees 24x7x365 operational support for your applications

### KEY OUTCOMES

- Deliver it right with the right tools using Agile and Lean IT and DevOps processes
- Automation Everywhere – Automate 90% of your Operational Activities to focus more on technology innovations
- Reduce Total cost of ownership up to 30%
- Improve delivery quality with a quick deployment process.

Today, maximum telecom operators (CSPs, MNOs and MVNOs) are striving to capitalize on their return on IT investments. The application support costs are capturing up to 60% – 70% of the IT expenditure, hence restricting investments in the latest initiatives that can help meet business goals and expand technology footprint.

Additionally, Telecom Operators must deploy new technologies and solutions quickly to help achieve their business goals and market expansion while controlling IT costs to compete in today's competitive market. Meanwhile, they must manage their current applications infrastructures and reserve critical run-the-business operations while eliminating redundancies and inefficiencies across the enterprise.

### How Ardvark's Application Managed Service helps its customers

The Ardvark Lean AMS approach focuses on eliminating waste and growing efficiency. Ardvark's AMS helps in managing, innovating, and transforming your applications while minimizing application support costs by as much as 30% or more, improving service levels and user satisfaction, and thereby allowing Telecom Operators to achieve their business goals.

Ardvark believes that no two Telecom Operators' needs are alike therefore offers the flexibility to pick and choose services based on:

- ✓ Scope of Operations: Ranging from standard operations to large-scale transformational programs
- ✓ OSS Domains: Drawing from Ardvark Team's established expertise on various OSS domains
- ✓ On-Site Support: High calibre, experienced resources to ensure functional continuity and high resource efficiency

### STANDARD MANAGED SERVICE

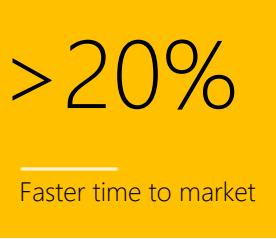
- Design implementation
- Application Engineering
- 3<sup>rd</sup> Party Vendor Management
- SPOC and SLA Management
- Performance Monitoring and Tuning
- Expert 1<sup>st</sup> – 3<sup>rd</sup> Level Support
- Installation, Implementation
- CSP/Shared Hardware
- OSS Products and Solutions

### PROFESSIONAL MANAGED SERVICE

- Limited Operations Support and Consulting
- Design implementation
- Application Engineering
- 3<sup>rd</sup> Party Vendor Management
- SPOC and SLA Management
- Performance Monitoring and Tuning
- Expert 1<sup>st</sup> – 3<sup>rd</sup> Level Support
- Installation, Implementation
- CSP/Shared Hardware
- OSS Products and Solutions

### EXPERT MANAGED SERVICE

- Strategic Roadmap
- End to End Operational Support
- Security and Business Continuity
- Design implementation
- Application Engineering
- 3<sup>rd</sup> Party Vendor Management
- SPOC and SLA Management
- Performance Monitoring and Tuning
- Expert 1<sup>st</sup> – 3<sup>rd</sup> Level Support
- Installation, Implementation
- CSP/Shared Hardware
- OSS Products and Solutions



>20%

Faster time to market



>15%

More Productive



>20%

Higher ROI



>15%

More Efficient

### Ardvark's Managed Service Capabilities

Ardvark offers an end-to-end application managed service 24x7x365 expert operational support of your OSS/BSS applications located in your own and operated data center or colocation environment.

#### OSS and BSS Operation Managed Service

Ardvark offers Operation and Application managed services in a flexible 14X7X365 Global Delivery Model and multi-vendor Operation Management for most of the leading OSS and BSS platforms which includes vendors like Huawei, Ericsson, Oracle, Evolving Systems, NOKIA provisioning, TIBCO ESB etc, and deals with almost all available network elements using industry-leading telecom technologies.

#### Advanced Reporting

Gold Managed Services customers receive exclusive access to our **full reporting insights** that highlight strengths, weaknesses, risk levels, and actionable improvement opportunities within your implementation.\*

- **Get Configured & Secured:** The Security Status Report highlights potential misconfigurations in your account, from partially configured domains to exposed origin servers.
- **Know Where You Stand:** The Account Statistics Report provides traffic analysis of the last 30 days, showing aggregate measurements based on real traffic generated for your protected domains.
- **See the Bigger Picture:** A quarterly report contains aggregate statistical data at the account level seen in the last 90 days.

#### Experts Dedicated to Your Success

Ardvark is offering a team of expert OSS/BSS engineers to support your business. Whatever your OSS/BSS Application challenges are, the certified experts at Ardvark have probably solved them before. Their driving purpose is to help your business run smoothly around the clock.

#### Onsite Support

Ensuring you have support when things cannot be resolved remotely, we have expert engineers ready to attend the site in an emergency. Further to this, we schedule monthly site visits whereby our engineers spend time with your team, getting to know their problems and finding out more effective ways of working.

#### Service Level Objectives

Get consistent, guaranteed response times for all of your technical issues, with support available via phone, email and chat (via our staff communicator), meaning your staff always have access to instantly available support help.

#### Security and Patch Management

Ardvark's Patch Management Team will extensively test and research Application and Server Security Patch Rollups to understand and identify any conflicts with common business applications. Once testing is complete. Our team will test, deploy, manage and monitor the deployment of patches and remediate any issues, meaning your machines are up to date and secure.

**Benefits**

**Lowers total cost of ownership (TCO)** in the delivery of Application Services, using a Lean approach and standardization. We typically help clients reduce application support costs by over 30% and adjust the budget to invest more in business value projects.

**24x7x365 production support:**

Let Ardvark handle your Application infrastructure needs backed by always-on 24x7x365 support. This includes monitoring, incident escalation and response plan execution, and management of critical and non-critical networking events that adhere to the SLAs that are important to your business.

**Domain Expertise**

Given its team's 20+ years of telecom product development expertise, Ardvark has built strong, in-house domain expertise. This expertise accumulated over the years comes to the fore of every managed services program.

**Delivery Flexibility**

Ardvark Managed Services program is customized to scope the offerings to suit CSP's unique business needs. Its global delivery framework is designed to offer Delivery flexibility to either Build a function from scratch, Enhance an existing function, Support a CSP as it outsources a part of its function or complete Transformation.

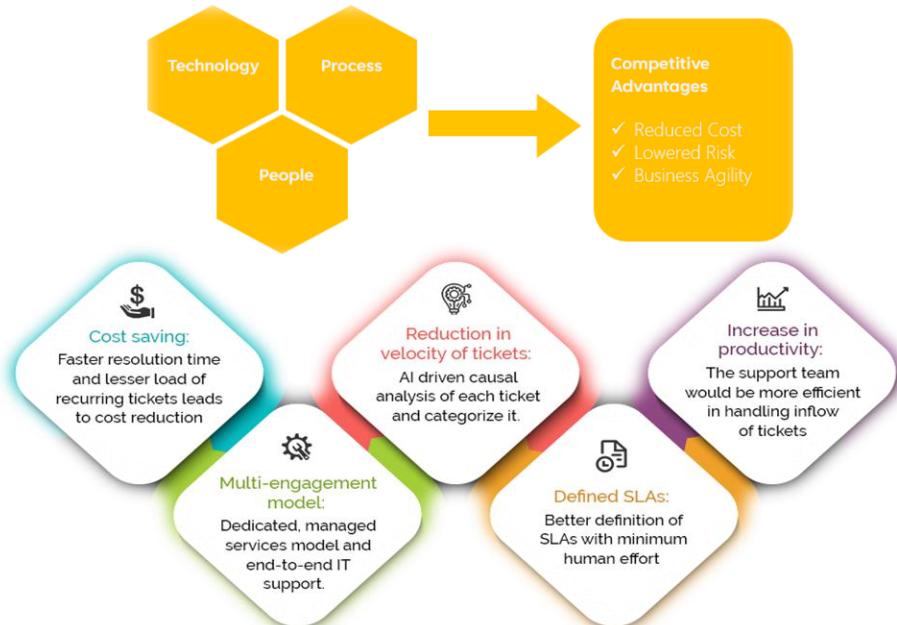
**Ardvark's Global Delivery Model****Operational Capabilities**

Ardvark's robust operational capabilities in the form of global delivery centers ensure the success of its managed services programs. Its service levels assure a scalable application and computing architecture, secure and fault-tolerant infrastructure, and numerous levels of redundancy to ensure no single point of failure and 100% uptime and application availability. Ardvark Global delivery environment also allows flexible site-to-site connectivity options, flexible support packages and pro-active and planned maintenance and administration.

**Managed Services Global Delivery Excellence**

Ardvark Managed Services Global Delivery Excellence is a centralized function to efficiently deliver managed service programs across the globe. This centralized function ensures optimum allocation of resources and sharing of best practices across programs to deliver maximum value to customers. The Managed Services Global Delivery Excellence derives from Ardvark Team's long experience and expertise across products, people and processes.

The Global Delivery Excellence leverages Ardvark's global presence to incorporate an integrated off-shoring and on-shoring framework to deliver a managed services program. It enables a global consolidation and sharing of resources and best practices to deliver the maximum cost advantage to customers. The integrated framework also provides flexibility to retain critical domain and support skills at various global locations to give rapid and real-time responses to customer requests.

**About Ardvark**

Ardvark Network Solution is founded in London, UK, in 2022 by a few Telecom veterans and technology experts with vast industry experience of more than 20 years with the vision and passion to solve the complex issues for Telecom Operators and MVNOs with the expertise in Service Activation, Service Provisioning, SIM Activation, and Telecom Operation Managed Services.

The Ardvark team has wide hands-on experience in delivering quality services and solutions with passion and enthusiasm. The management team is led by the co-founders with the frequent help of advisors, who are usually industry veterans.