

# DELOITTE AND SERVICENOW: *Telco360Connect*



In the face of change, telecommunications companies (telcos) need to drive operational outcomes to see across the business, pinpoint challenges, and resolve critical issues. With a unified view of connectivity, reliability, and performance, telcos can gain unprecedented perspectives into their possibilities by bringing all necessary KPIs into one shared place. In the end, it's not about replacing systems—it's about seeing them in a new light.



## THE BUSINESS CHALLENGES FACED BY TELCOS ...

**Declining revenue** due to traditional telecom connectivity becoming commoditized and cloud software competitors offering value-added services.

**Increasing pressure to minimize costs** from operational inefficiencies and channeling savings into research and development (R&D).

**Customer churn**, prompting a growing emphasis on differentiated consumer-facing experiences to attract and retain consumers.



## ... ARE ROOTED IN UNDERLYING TECHNOLOGY

**Removing technical debt** from legacy systems opens up opportunities for innovation, increased flexibility, and better business outcomes.

**Process efficiency and interoperability** can help telcos spot and understand hotspots to see where investments will lead to growth.

**Unified, end-to-end systems** can help create incredible experiences for customers and employees that the competition can't match.

## TRANSFORM OPERATIONS, PINPOINT CHALLENGES, AND RESOLVE CRITICAL ISSUES

### EXPERIENCE THE POWER OF A UNIFIED VIEW

Gain an **all-encompassing, shared view** that enables multiple stakeholders and functions specific to your organization to manage, monitor, and track key metrics across a diverse range of products, services, lines of business, and processes—thereby enhancing customer service.

### IDENTIFY OPPORTUNITIES FOR INVESTMENT AND GROWTH

Unlock perspective into legacy infrastructure by harnessing data from multiple sources, allowing teams to **access information anytime and anywhere**. Through data, teams can identify, correlate, and take informed action toward modernization.

### UNLOCK TELCO-SPECIFIC INNOVATION

Leverage a solution built on the **flexible and scalable ServiceNow platform** and designed in alignment with TMForum's APIs to address unique telco needs across key processes, such as service assurance, ordering, and billing.

## GAIN A UNIFIED AND SHARED VIEW



### A unified view

provides a comprehensive understanding of system performance and all pertinent information for informed decision-making at a glance.



### Persona-driven KPIs

allow different user personas to select and focus on the most relevant KPIs tailored to their specific roles and responsibilities.



### A robust, scalable platform solution

built on ServiceNow, ensuring reliability, flexibility, and the capacity to grow with organizational needs.



### Seamless integration with boundary systems

includes customer relationship management, order management, operations support systems, and billing.

## SPARK PROGRESS WITH DELOITTE AND SERVICENOW

### Visibility into all your telco business operations

Focus on business outcomes that can be achieved through technology solutions. Telco360Connect helps telcos align critical KPIs to strategic goals, evaluating the performance of legacy infrastructure without requiring a costly, intensive overhaul of underlying technology.

### Make strategic investments

Telco360Connect provides a window of visibility to help telcos maximize their technology and infrastructure budgets. With a unified view, telcos can make smaller investments in legacy environments to ensure optimal business impact throughout the modernization journey.

### Discover the Deloitte difference

Experience the full range of Deloitte's multidisciplinary model as you identify opportunities to modernize—exploring telco innovation from a lens that goes beyond technology. Connect stakeholders throughout your organization to drive innovation across business units.

## GET IN TOUCH TODAY



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