

---

## OPERATORS CAN NOW MANAGE THEIR NETWORKS THE ERICSSON WAY

- Ericsson has invested substantially in tools, methods and processes for service delivery
- One result of this investment is a portfolio of OSS software, tools and processes used to provide managed services for networks that together serve 1 billion subscribers
- With the launch of Ericsson Operation Support Process as a Service, operators now have access to Ericsson's OSS software, tools and processes

Ericsson (NASDAQ: ERIC) today announces the launch of Operation Support Process as a Service, making the software, tools and processes used to manage networks in more than 100 countries – serving more than 600 million subscribers worldwide – available directly to operators.

Ericsson pioneered managed services for telecom and has well over 15 years of experience in managing multi-vendor, multi-technology networks. Leveraging its industry-leading OSS portfolio, the company has industrialized the concept of delivering managed operations for multiple operators. Service delivery is enabled via an infrastructure of Global Network Operations Centers and an extensive field services organization. In addition, Ericsson has invested substantially in its tools, methods and processes.

One of the results of this investment is a portfolio of software, tools and processes that is used whenever Ericsson is contracted to manage a customer's network. More than 38,000 people have been trained to use this unique combination of assets to manage networks either locally or remotely, via Global Network Operations Centers. These tools and processes have been developed to facilitate end-to-end management of networks in multi-customer and multi-country environments, enabling efficient alarm monitoring, trouble shooting, fault restoration, work order distribution and reporting.

Jean-Claude Geha, Vice President and Head of Managed Services at Ericsson, says: "Ericsson signed 71 managed services contracts in 2014, and that's because of the unbeatable combination of our scale, skills, methods, tools and processes. With the launch of Ericsson Operation Support Process as a Service, we offer operators the opportunity to join the largest managed services community and gain access to our industry-leading software and best practices."

Ericsson Operation Support Process as a Service is an established multi-customer, multi-functional platform that helps to reduce implementation, operation and support costs by standardizing service-level agreements and automating processes such as ticket creation and report generation. The platform is vendor- and technology-agnostic, and can be used to manage multiple technologies and services simultaneously, in a constantly changing environment.

---

Ericsson Operation Support Process as a Service is not a one-size-fits-all, off-the-shelf solution. Instead, it is available in a number of different configurations so that customers can choose from a list of available modules. The platform can also be scaled as the customer's business grows and its needs change.

The first release of Ericsson Operation Support Process as a Service includes the following tools: trouble and change management; workforce management; network inventory management; business intelligence (with data warehousing); fault management; service catalog management; service order management; service level management; and service quality management.

Ericsson Operation Support Process as a Service is available globally from geographically distributed delivery centers and supported 24/7 by a Global Centralized Service Desk.

### **Ericsson at Mobile World Congress 2015**

During Mobile World Congress 2015 in Barcelona, Spain, Ericsson is showing world-leading technology, service capabilities, and innovations. The Networked Society is transforming entire industries. ICT tools have become fundamental everyday resources for businesses, people and society. We lead the way with hardware, services and software solutions that drive development in mobility, broadband and cloud, creating the foundation for new eco-systems, and transformation across industries. The change that transformation brings is in the hands of everyone. That is why we at Mobile World Congress this year will talk about how we enable change-makers in the Networked Society to advance digital experiences.

You can find us at MWC in Hall 2, Stand 2N60. Follow us during the event using @Ericsson and join the discussion using #MWC15. Insights from our experts and Networked Society evangelists are also published on our blog during the event.

### NOTES TO EDITORS

[Managed Services](#)

[Managed Services press backgrounder](#)

[22,000 people using Managed Services Delivery Platform - innovation yields ICT efficiencies](#)

Download high-resolution photos and broadcast-quality video at [www.ericsson.com/press](http://www.ericsson.com/press)

---

*Ericsson is the driving force behind the Networked Society – a world leader in communications technology and services. Our long-term relationships with every major telecom operator in the world allow people, business and society to fulfill their potential and create a more sustainable future.*

*Our services, software and infrastructure – especially in mobility, broadband and the cloud – are enabling the telecom industry and other sectors to do better business, increase efficiency, improve the user experience and capture new opportunities.*

*With approximately 115,000 professionals and customers in 180 countries, we combine global scale with technology and services leadership. We support networks that connect more than 2.5 billion subscribers. Forty percent of the world's mobile traffic is carried over Ericsson networks. And our investments in research and development ensure that our solutions – and our customers – stay in front.*

*Founded in 1876, Ericsson has its headquarters in Stockholm, Sweden. Net sales in 2014 were SEK 228.0 billion (USD 33.1 billion). Ericsson is listed on NASDAQ OMX stock exchange in Stockholm and the NASDAQ in New York.*

[www.ericsson.com](http://www.ericsson.com)

[www.ericsson.com/news](http://www.ericsson.com/news)

[www.twitter.com/ericssonpress](https://www.twitter.com/ericssonpress)

[www.facebook.com/ericsson](https://www.facebook.com/ericsson)

[www.youtube.com/ericsson](https://www.youtube.com/ericsson)

FOR FURTHER INFORMATION, PLEASE CONTACT

Ericsson Corporate Communications

Phone: +46 10 719 69 92

E-mail: [media.relations@ericsson.com](mailto:media.relations@ericsson.com)

Ericsson Investor Relations

Phone: +46 10 719 00 00

E-mail: [investor.relations@ericsson.com](mailto:investor.relations@ericsson.com)