

Alcatel-Lucent has signed a landmark agreement with Telefónica, one of the world's leading communications service providers, to overhaul the operator's network management systems – enabling it to streamline its operations, improve the quality of services for its customers and optimize costs, while leveraging the capacities developed by Telefónica. Under the agreement, Alcatel-Lucent will combine the network management systems at the core of Telefónica's operational support systems into a single, global software platform. This platform will play an essential role in operations monitoring and management as well as in the resolution of network problems.

Enrique Blanco, Telefónica's Global Chief Technology Officer said: "We have great confidence in Alcatel-Lucent to integrate our best practices into a new, common service assurance platform that will help with streamlining our operations and ensuring service performance. Together, over the course of the next few years, we will achieve a new level of harmony and consistency that will make us more agile and efficient in managing our networks to respond to our customers' needs, to improve service quality and offer the highest availability with customer-focused, integrated processes.."

Federico Guillén, President Alcatel-Lucent Spain and Global Account Manager for Telefónica said: "We are proud of the trust that Telefónica has placed in us to help transform their operations and improve their services to customers. We bring a great deal of experience to this challenge and are excited to have the opportunity to work with Telefónica to identify and implement the best possible processes and to industrialize this know-how across the globe."

Today, Telefónica's operational processes differ from country to country and use a number of software platforms. Alcatel-Lucent will provide its Professional Services expertise to design, build and deploy a single service-assurance platform. In addition, Alcatel-Lucent will help Telefónica combine the best practices and operating procedures developed in the different operations of Telefónica Group with Alcatel-Lucent's extensive experience in operational support system deployments.

Alcatel-Lucent will help standardize both software and procedures for network management across Telefónica's fixed and mobile networks. The single global software platform will improve response times for the resolution of network issues. The platform will also help Telefónica streamline its operations, to enable more agile service delivery to its customers.

Under the agreement, Alcatel-Lucent will integrate the new network management software platform with the rest of Telefónica's network operations without disrupting existing services or impairing quality. Alcatel-Lucent will also maintain the platform for the coming years.