

CYIENT

# IPBOF™

Integrated plan, build, operate, and field engineering services for efficient and effective operations

CELEBRATING  
**25**  
YEARS

## Overview

With the explosion in data and video content and rising expectations on customer experience, broadband services are major revenue generators for CSPs worldwide. CSP network rollout, customer acquisition, and customer retention goes through a life cycle of plan, build, and operate. Each of these activities is typically managed as separate silos by specific departments in the CSP organization using their own operational platform.

The operational challenges associated with such a scenario include: lack of well-defined and synchronized processes across different silos; inaccurate and duplicated data across multiple operations platforms; inconsistent network plan and design that is unable to meet the client growth requirement—in effect an inefficient operations landscape resulting in loss of revenue for the CSP.

What are the critical success factors to address these pain points? Is there a solution ecosystem that can be engineered for increased revenues and improved operational efficiency?

At Cyient, we have engineered and trademarked integrated solution ecosystem iPBOF™ encompassing plan (P), build (B), operate (O) and field engineering (F) services that is integrated and synchronized across data and operational processes. This solution ecosystem will ensure accurate and consistent operational data, efficient service fulfillment life cycle and reduced operational cost. The integrated solution value is enhanced through Cyient enablers and accelerators to fill the missing gaps in the PBOF solution puzzle.

## Services Catalogue

### Plan and Build (Network Rollout)

- FTTx infrastructure
- Wireless infrastructure
- As-is build updates
- Next generation inventory
- Ready for service

## Operations

### Service Fulfillment (Customer Acquisition)

- Order management
- Service inventory
- Service activation
- Discovery and reconciliation
- Data synchronization

### Service Assurance (Customer Retention)

- Reports and dashboard
- Knowledge management
- Service management
- Trouble ticketing
- Performance management
- Fault management

### Field Engineering

- Mobile work force management
- Field Operations Management System (FOMS)

## Key Features

- Integrated solution ecosystem with workflow based process automation
- First-time-right service provisioning that is aligned to RFS data
- Improved root case analysis and reduced mean time to repair
- Optimally scheduling and dispatching field personnel, driven by business objectives
- Smart dashboards provides an integrated view of operations and help in providing insights to the business-impacting issues

## Benefits

- Cost benefits and time-to-market through optimized plan and design processes
- Reduced operational cost through first-time-right mobile work force
- Increased revenues through new service orders and activations
- Customer retention and experience through proactive service assurance

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