



**DO MORE  
IN THE  
CONNECTED  
WORLD**

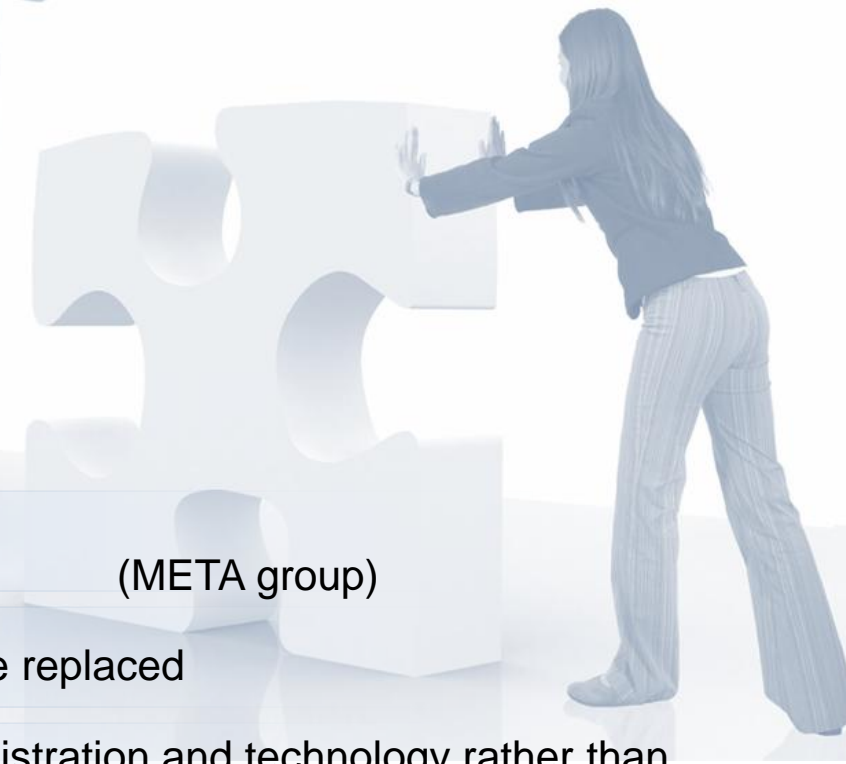
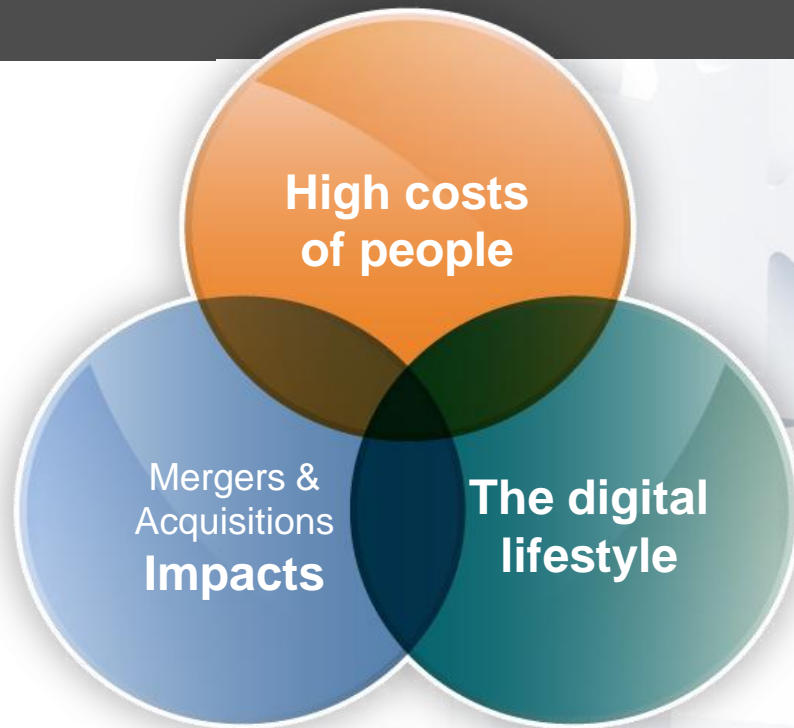
**EXPAND QUICKER  
DRIVE EXPERIENCE  
RUN LEANER**

# Amdocs Workforce Performance & Learning

*Building Your Expertise. Growing Your Business.*

## Services Overview

# What are Our Market Challenges?



**76%** of users have a substandard understanding of their mission-critical applications (META group)

**30-60%** of the Call Center reps will eventually be replaced

**40%** of a typical training budget is spent on administration and technology rather than on direct employee training (Bersin)

# How Do We Win?



## Customer Experience

- > Generate **more revenue**
- > Retain and attract **new customers**
- > **Innovate**



## Efficiency

- > **Do more with less**
- > Demonstrate **ROI**
- > Link **learning** to corporate **strategy**
- > Improve **TTM**

# Experience Matters! 150+ Customers



delivered 7,000+ courses  
worldwide



to 60,000+ customer  
employees



a wide variety of training  
materials used by 200,000+  
customer employees

# Why Us?

**Only Amdocs Can Provide this Unique Combination:**



# 360° Employee View

Workforce Experience from Consulting to Full Outsourcing Services

- > Talent Planning & Management
- > Succession Plan
- > Personal Development

- > Role Skill & Competency
- > New Hire Training

Talent Management

Onboarding Management

Learning Infrastructure & Technology

Product & Technology

- > Training Environment
- > Learning & Knowledge Management Systems
- > Informal Learning
- > Learning Admin & PMO

- > Amdocs Product Training
- > Scoping Readiness
- > Industry & Technology Training
- > Soft Skills Training
- > On-the-Job Coaching

Workforce Performance

Workforce Readiness

- > Workforce Performance Assessment
- > Learning Analytics (ROI)
- > Work-embedded Training
- > Real-time Work Support
- > Deployment Support

- > Workforce Change Management
- > Content Development & Delivery
- > Role-based Training
- > Roll-out Support



# Our Success Stories

## Tier 1 Yellow Pages Publisher in North America

### Driving Costs Savings with Blended Training Approach

- > Reduced delivery costs by **60%**
- > Reduced total training development days from **121 to 48**
- > Developed 48 blended training days

## Tier 1 Wireless Telco Provider in North America

### Reduction of Learning Time with Real-time Support

- > Reduced end users training delivery duration by **40%**
- > Reduced floor support effort and issue/helpdesk calls by **33%**
- > Improved AHT - reduction of **8%**

## Tier 1 Wireless Telco Provider in North America

### Cost Savings with Live Training Environment Managed Services

- > Reduced costs for release updates and ongoing support by **~30%**
- > Improved students' training satisfaction (avg. 4.6 out of 5)
- > Supported 6,000 concurrent trainees

## Tier 1 Digital Entertainment Satellite Provider in North America

### Turnkey Solution for Change Management & System Rollout

- > Improved learning adoption by **20%**
- > Reduced costs by **30%** by use offshore resources
- > Implement smooth change process



# We are Unique!



## Shorter Time-to-Market

**No other SI** can offer solutions built together with Amdocs development teams

## Reduced Costs

Track record of 30-60% **TCO reduction** delivered via our offshore centers

## Always Deliver!

Unmatched **100% delivery rate**