

Work smarter with
Basset Services
A full range of
support and
consulting services

Through our extensive collaboration with telecom operators all over the world, we are familiar with the challenges you face every day.

Based on our experience and our knowledge, we have created a variety of services we believe can be of great help when you need to focus on your core business.

Basset Services includes

System Integration Services

Our integration services enable smooth deployment and give your business a head start. Our clever packaging, which includes the necessary expertise for deploying complex systems, allows you to focus on your core business with minimal impact on your organization and human resources.

Support Services

We understand you need fast and reliable technical support. That's why our System Support and Managed Services are key components of our overall offerings.

System Support

We provide timely and cost-effective support for all installed products. And we make sure your solutions are always up to date.

Managed Services

Place your resource-intensive IT operations under the management of our experienced specialists. By optimizing the existing resources in your organization, you can focus them on strategic areas where they can add the greatest value.

Consulting Services

We are committed to adding more value to your business – always. Whenever your business or operational conditions change, we are there to help. Our Solution Consulting will quickly and smoothly help you adapt your systems. And our Business Consulting will provide advice on how to improve your operation, change your organization and increase your competence. We will assist in every way to help you to get more from your business.

System Integration Services

Project Governance

As domain experts, with technical and business process knowledge, our deliveries are informed by an understanding of the needs and problems of individual customers. Thanks to our extensive experience of project and program delivery, we know what's required for success. We passionately use this knowledge to ensure you make the most of your investment, products and business.

Integration

System integration and its associated changes can be a painful experience that consumes valuable human and financial resources. Basset's system integrators are skilled and experienced technicians who have an in-depth domain knowledge, which minimizes unexpected issues during the project and helps ensure smooth system deployment.

Technical Training

We will never leave you in the dark waiting for answers. Our technical trainers will guide you whenever you are having problems navigating our system. Our efficient teaching methods reduce the introduction time for new software. We will track your learning from the beginner's tutorial to the final expert exams. Our comprehensive program includes e-learning, classroom teaching and individual on-the-job training.

Support Services

System Support

System support functions as your compass in error management. Our experienced technicians are standing by to guide you whenever you have problems navigating the system. Our support staff will answer your routine questions about our systems as well as manage incidents and any other problems that might pop up.

We have structured routines for processing support requests, thus minimizing the amount of time it takes. We always follow up on resolved errands to ensure our customers feel the underlying problems have been adequately addressed

Examples of services of System Support

- 24/7/365-support
- 1st, 2nd and 3rd line support
- On Site assistance

Managed Services

Managed Services includes overseeing and managing day-to-day operations, system monitoring and reporting. These services are delivered under service-level agreements (SLAs), and provide our customers with ongoing expertise and value through a combination of call assistance and remote monitoring/handling.

Different types of Managed Services

- Platform Services
- System Services
- Business Process Outsourcing Services

Consulting Services

Solution Consulting

Application governance can be a challenging area. Sometimes you have the necessary resources but not the right expertise, and sometimes it's the other way around.

Basset can offer a range of value-adding services that help optimize your systems to function in your organizational environment. Our services include optimization programs, change management consulting, change request handling and onsite technical staffing.

Our Solution Consultants are available 24/7. They understand how our systems operate in your particular environment, as well as the specific ways in which you want to add value to your business. Depending on your specific needs, Solution Consulting can be offered by remote access or onsite at your premises.

Business Consulting

For our Business Consulting Services, Basset follows a structured three-step process: pre-study, establishment and execution. Each such step includes a specific delivery from us. You will own any advice, recommendations, material or other services we provide.

Business consulting may be offered as a part of a system solution or as a standalone service within our business areas of interconnect, roaming billing, fraud management and revenue assurance.

• Advisory Services

We offer a variety of advisory services to assist you in your future growth.

• Program Management

We provide state-of-the-art Program Management within the BPM project steering framework.

• Customized Training

We offer customized courses that cater to customer-defined needs. These include specific training in fraud, revenue assurance, interconnection, technical assistance for our Fraud Management System and modules that cover how it interacts with other systems developed by Basset. We can even help operators establish benchmarks. The above courses can be specifically tailored for technical, managerial or analytical teams.

• Project management

Our project managers employ the BPM model developed in-house. We have successfully used this model in deliveries to telecom operators on five continents. Due to the diversity of our installed base, Basset project managers are skilled at integrating solutions across geographically and culturally diverse environments. You can rest easy knowing.

