

creating  
value for operators

sofrecom



## about **sofrecom**

Sofrecom, a France Telecom - Orange Group company, is a leading player in consultancy and telecommunication services. It provides expertise on fast-growing markets around the world. Its unique know-how and offers specifically designed for telecom operators bring value in all key business domains: business development, management and processes, information systems, networks and services.

Its perfect knowledge of the telecom operators business and of ICT, its numerous references, and its worldwide network of partners make Sofrecom the strategic partner for governments, investors and international financial organisations.

# sofrecom

## your partner to develop and optimise your business

business development	management & processes	information systems	networks & services
<ul style="list-style-type: none"><li>• marketing &amp; distribution</li><li>• business planning</li><li>• offers design &amp; launch</li><li>• distribution &amp; sales promotion</li><li>• communication &amp; operational marketing</li><li>• churn &amp; loyalty management</li><li>• innovation: IPTV, multiplay, audience, m-payment</li></ul>	<ul style="list-style-type: none"><li>• CRM policy</li><li>• commercial processes (distribution support, customer service, advice...)</li><li>• change management</li><li>• audit &amp; risk management</li><li>• quality management</li><li>• revenue assurance</li><li>• fraud management</li><li>• security processes and solutions</li></ul>	<ul style="list-style-type: none"><li>• selection of systems (billing, CRM, BI...)</li><li>• integration &amp; development of solutions</li><li>• functional &amp; technical architecture</li><li>• BSS/OSS solutions</li><li>• MVNO solutions</li><li>• geographic information system</li></ul>	<ul style="list-style-type: none"><li>• technology expertise: broadband, backbones</li><li>• NGN, WiMAX, 2G-3G, LTE 4G</li><li>• global network design</li><li>• engineering &amp; RFP</li><li>• contract supervision</li><li>• roll-out management</li><li>• commissioning</li><li>• QoS improvement</li><li>• operation enhancement</li><li>• operation &amp; maintenance</li></ul>

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- strategic analysis & market intelligence
  - project management
  - implementation & roll-out
  - company transformation & improvement
  - management services
  - human resources & know-how transfer

# sofrecom's presence



Armenia  
Andorra  
Angola  
Austria  
Bahrain  
Belgium  
Bangladesh  
Botswana  
Cameroon  
Central African Republic  
Chad  
Djibouti  
Dominican Republic  
Egypt  
El Salvador  
Equatorial Guinea  
Ethiopia

France  
Gabon  
Ghana  
Guinea  
Greece  
Guadeloupe  
Iceland  
Ivory Coast  
Kenya  
Lebanon  
Libya  
Madagascar  
Mali  
Martinique  
Mauritius  
Mauritania  
Mayotte

Moldavia  
Mozambique  
Netherlands  
Niger  
Pakistan  
Panama  
Peru  
Qatar  
Romania  
Saudi Arabia  
Senegal  
Spain  
Switzerland  
Syria  
Togo  
Tunisia  
Uganda

Ukraine  
United Kingdom  
Venezuela  
Yemen

## affiliates

Algeria  
Argentina  
Indonesia  
Jordan  
Morocco  
Poland  
Thailand  
United Arab Emirates  
Vietnam

# sofrecom

## an international company

Sofrecom Algeria, **Algiers**

Sofrecom Argentina, **Buenos Aires**

Sofrecom Indonesia, **Jakarta**

Sofrecom Jordan, **Amman**

Sofrecom Morocco, **Rabat**

Sofrecom Poland, **Warsaw**

Sofrecom Thailand, **Bangkok**

Sofrecom United Arab Emirates, **Dubai**

Sofrecom Vietnam, **Hanoi**

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24 avenue du Petit Parc - 94307 Vincennes Cedex - France  
tél. +33 (0)1 57 36 45 00 - fax +33 (0)1 57 36 46 85  
<http://www.sofrecom.com>

joint stock company with €5 million of shareholder capital  
company registration No.: 672 004 660 00037 (Créteil)

