



KCOM Industry Workshop

January 2020



KCOM Digital Transformation – Agenda

- Introduction
- What we have done so far
- Next steps
- Recent product introduction

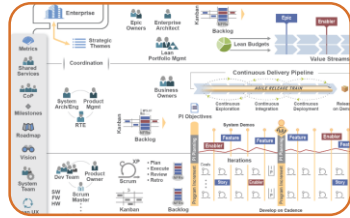


KCOM Digital Transformation – Overview

- Background
 - KCOM is making a strategic investment in its provisioning and fault management platform to enable its wholesale customers to remotely manage the products that we supply to them. The development activities are taking place in phases and each will be driven by customer priorities. We intend, in the first instance, to prioritise the online ordering journey to enable you to provide the best possible end customer experience
- Objectives of Workshop
 - To capture your requirements for process developments
 - To capture improvements that will make the most difference for our wholesale customers.
 - To collate feedback on how we can optimise the ordering journey for you.
 - To assist KCOM in formulating the appearance and functionality of portal access and any back end developments
 - To advise on recent product developments
- Future
 - Ongoing engagement with stakeholders as we move from design into prototype. As we build further capabilities in this space we will continue to work in an agile way with our customers.

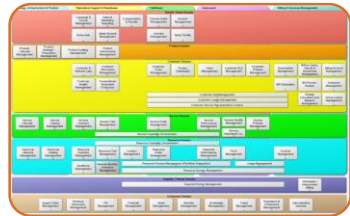


KCOM Digital Transformation – What we have done so far



Established Agile Delivery

- SAFe for transformation and MVP
- 2 weekly sprints for ongoing continuous deployment



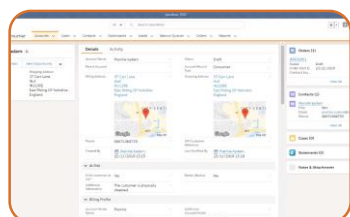
Agreed strategic architecture

- TMForum Target Architecture
- TMForum Open APIs



Selected strategic partners

- Starting with Fulfillment
- Followed by Assurance
- With Digital first approach



Implemented Minimum Viable Product for Fulfillment

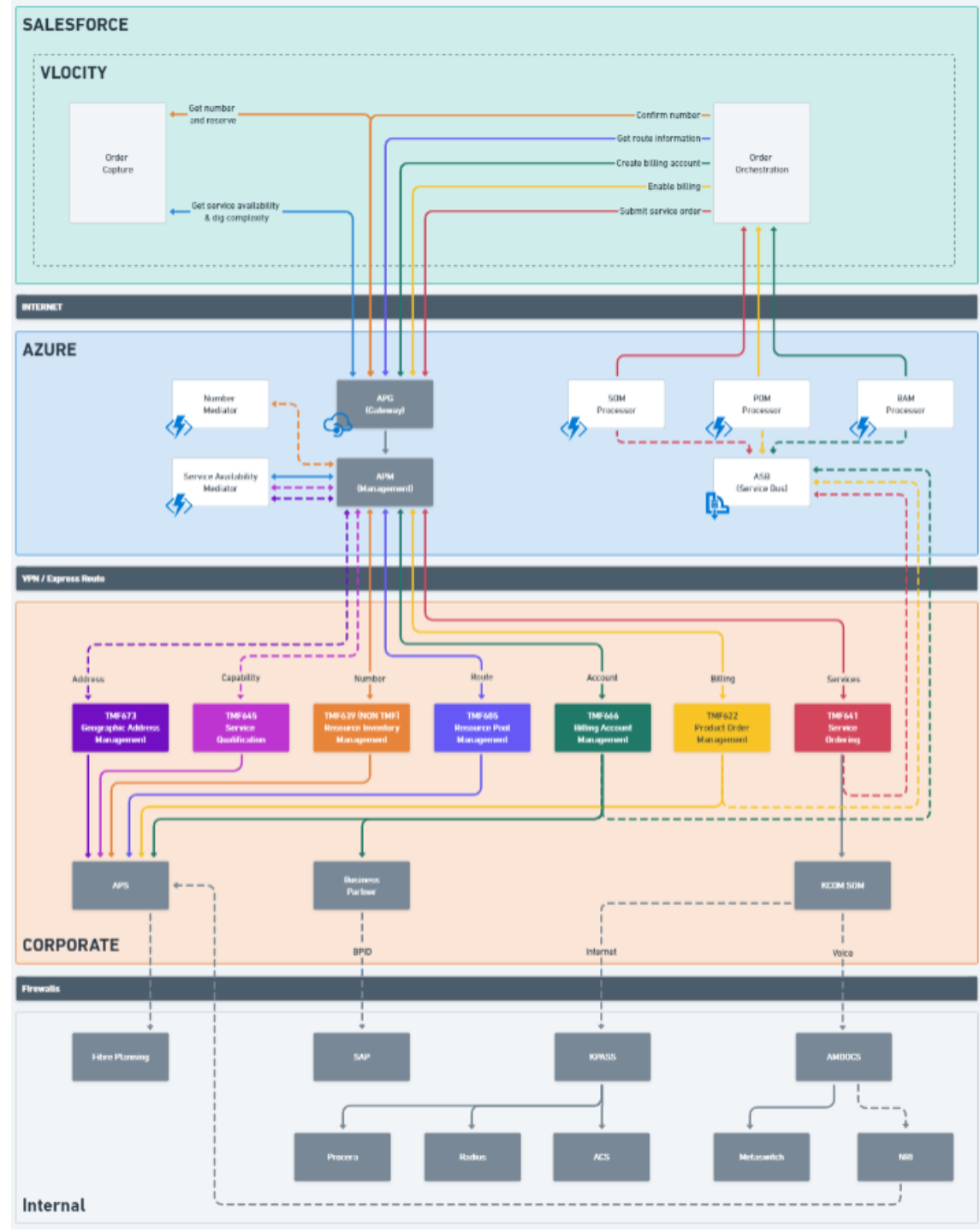
- 2 agile teams working on MVP features
- Strategic fulfillment stack now live



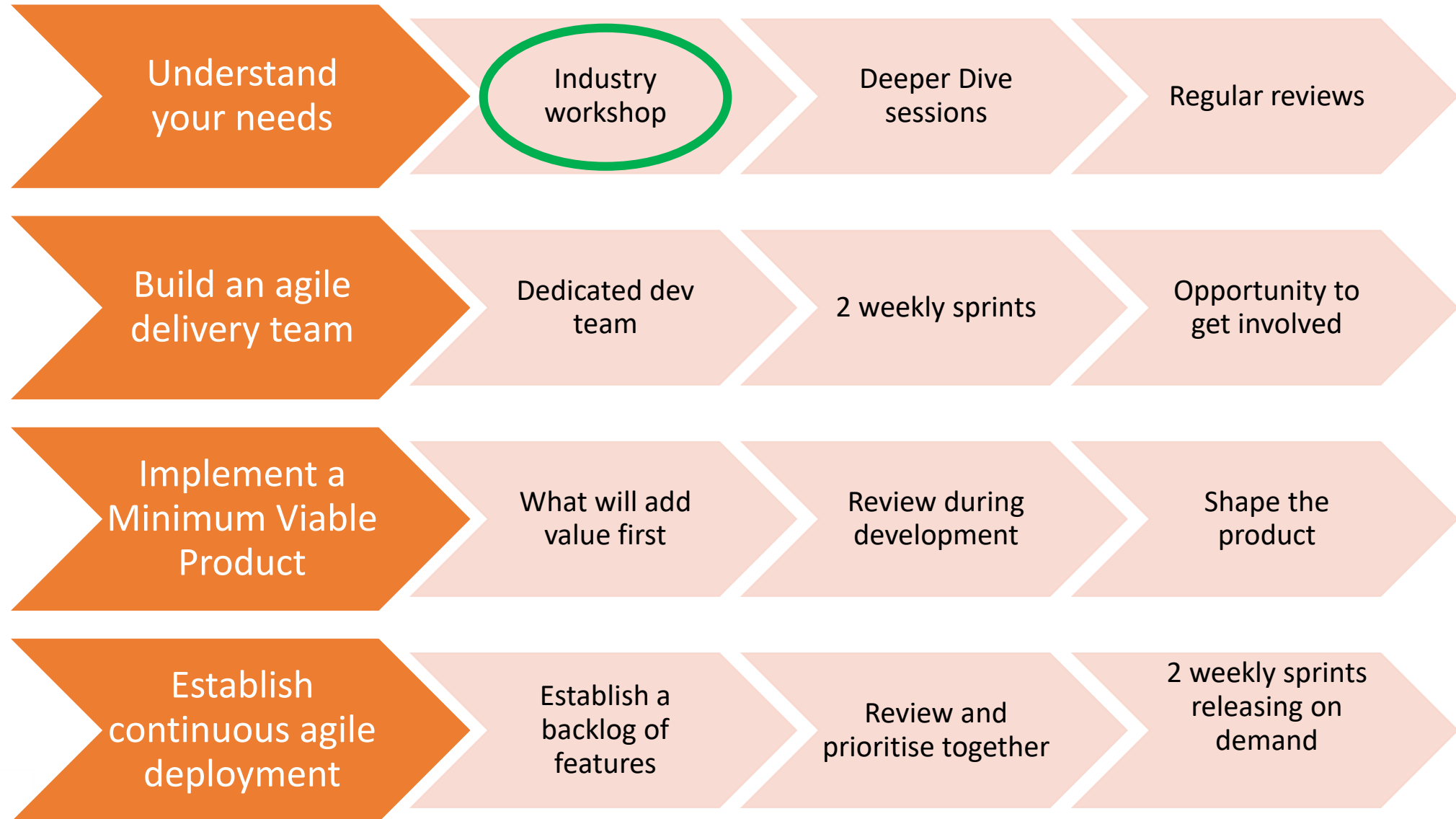
KCOM Digital Transformation – Fulfillment stack

- Salesforce and Vlocity order capture
- Azure API Gateway and Service Bus
- TMForum Open APIs
- Amdocs automated provisioning

We are now ready expand on the MVP and have the frameworks in place to:
 Develop a wholesale portal
 Provide a Fulfillment API



KCOM Digital Transformation – What's next



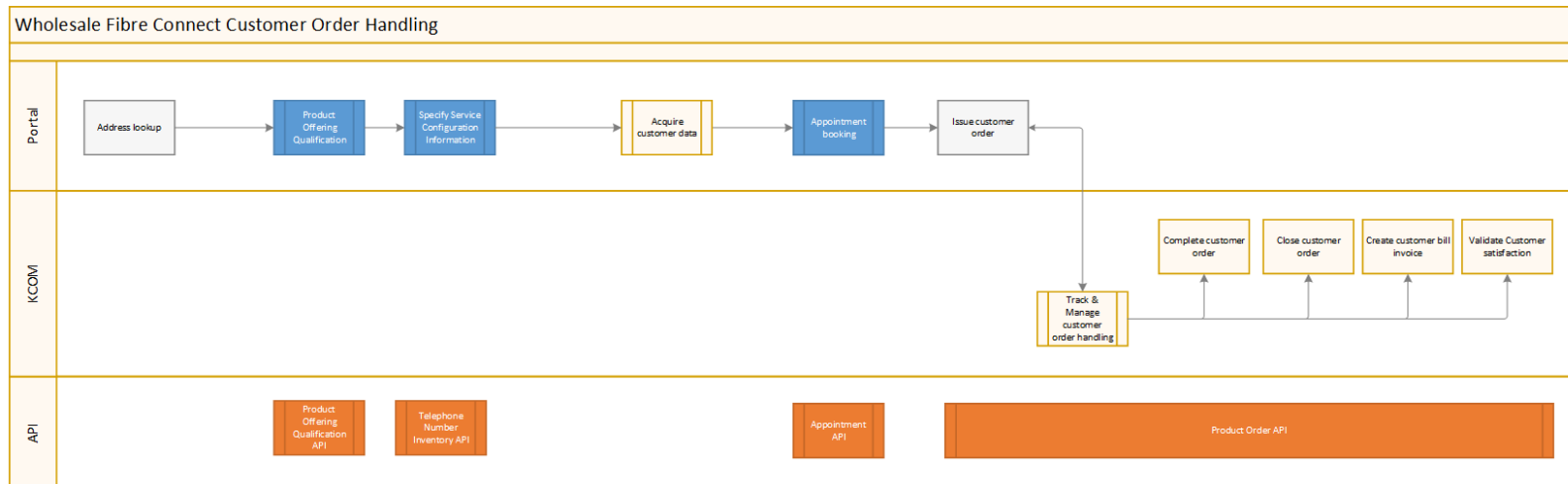
Wholesale Product development

- Wholesale Line Rental
 - Connect Fibre Residential
 - Connect Fibre Landlord
 - Wholesale Fibre Line
 - Wholesale Fibre Line Local Access
 - Ethernet Connect Access Service 100Gb
 - Optical Wave Access Service
- Analogue / ISDN2 / ISDN 30 / CBV Essentials
- Discounted retail products covering KCOM FTTP products :
- Easy start access with no minimum volume
 - All inclusive
- Aggregation or direct access models :
- Lower cost end user
 - Define your own contention parameters via aggregation bandwidth and / or IP transit
 - Ability to customise and completely differentiate service from that offered by KCOM retail channels
- Very high bandwidth with national connectivity options
- Managed 10Gb + options for further managed 10Gb & 14 unmanaged wavelengths



KCOM Digital Transformation – Today’s workshop

- Following standard eTOM Fulfillment process for guidance
- Explore each step
- Capture your needs and ideas in groups
- Share output with whole group



- We will take the output
- Review alongside architecture
- Deeper Dives as necessary
- Draft a High Level Design for an MVP
- Book regular reviews

