

---

# MANAGED SERVICES – PARTNERSHIPS FOR SUPERIOR CUSTOMER EXPERIENCE

**In an increasingly Networked Society in which almost everyone and everything is connected, network operators are under increasing pressure to maintain quality of service, differentiate themselves from the competition and promote end-user loyalty. Frontrunners in industries such as telecommunications, broadcast media, utilities and transport must evolve to meet these challenges by redefining the way they do business, the approach they take to selecting partners and what they expect from them.**

## CHANGING FOCUS

Network operations have traditionally been central to the business of providing communications services. In the past 15 years, this has changed. The technological landscape is evolving at a rapid pace and telecom operators and broadcasters are re-evaluating their position in the value chain and choosing to focus on their offerings and end users. At the same time, communications networks are playing a greater role in the operations of other businesses – such as those of energy providers and even transport operators. Increasingly, it makes sense for all of these parties to forge relationships with partners that have the technical expertise and experience required to manage and transform highly complex networks.

## MANAGED SERVICES IS THE LOGICAL APPROACH

Managed services is a partnership between a vendor and a customer in which the vendor assumes responsibility for activities such as designing, building, operating and managing the day-to-day operations of the customer's network or solution. This could involve either the entire network or solution, or only a portion of it. An operator could choose to let a vendor, such as Ericsson, take responsibility for all activities within one network or for a specific activity across all networks. Or a customer could choose to hand over responsibility for all activities across all networks.

A managed services agreement gives operators a clearer, more precise cost structure that they can use to reduce network operating costs, typically by up to 20 percent. The time and resources saved allow operators to increase their investments in activities such as innovation, sales or customer management. Ten to 15 years ago, the managed services industry was driven primarily by cost-efficiency – but that is changing.

---

## EVOLVING MANAGED SERVICES MODELS

Now, with these cost-efficiencies in place, the role of managed services has changed. Operators are searching for further values and benefits. Today's model is not only based on financial savings, but also on creating sustainable business differentiation. More than ever, operators are looking for new ways to stand out from the growing competition.

It all comes down to the customer experience. The experience centric managed services model focuses on customer expectations and demands, aligning service delivery in accordance with these requirements.

Ericsson's differentiated engagement models are designed to meet the unique needs of each operator. The traditional telecom managed services model is focused on reducing cost and shielding complexity. The capacity models, such as wholesale network sharing, are focused on structural efficiencies and enabling new ways to create value through multi-party set-ups.

The experience centric managed services model aligns service delivery with the operator's strategic and business objectives, securing a customer experience centric operation that proactively drives business innovation.

In recent years, Ericsson has introduced a number of as-a-service business models. One of the most innovative is Small Cell as a Service – an efficient, cost-effective means of increasing network capacity where it isn't feasible to add additional macro cells. Ericsson's solution involves building a separate small cell access network and integrating it with whatever macro transmission networks are present. Ericsson maintains ownership of the small cell network and manages it on behalf of whichever operators are interested in benefitting from the increased capacity it provides.

For more information about Small Cell as a Service, click [here](#).

## SUSTAINABLE ENGAGEMENTS

Currently, about 150 million subscribers are served by networks for which Ericsson provides Energy Management Managed Services. This means that Ericsson operates infrastructure on behalf of operators with the aim of reducing energy-related costs, promoting efficient use of energy and improving network availability. The service includes around-the-clock, real-time monitoring of both active and passive infrastructure. "Active infrastructure" is equipment such as base stations and antennas that directly facilitate telecommunications, while "passive infrastructure" is equipment such as generators and batteries that play a supporting role. Remote and onsite problem resolution is available for all operator sites, whether or not they are connected to utility grids.

---

## IT MANAGED SERVICES

Through IT Managed Services, Ericsson takes full responsibility for its customers' IT – including complete application life-cycle management, application development, quality assurance and day-to-day operations and maintenance for both applications and infrastructure. Ericsson combines a telecom mindset and cross-domain IT expertise – from telecom business processes and vertical applications, through OSS/BSS to networks – with in-depth understanding of the challenges and opportunities faced by its customers. Ericsson's end-to-end operations experience – as a product supplier in OSS and BSS, as a systems integrator and a vendor-agnostic managed services provider for both network and IT operations – helps customers achieve telecom-grade reliability, enhance the experience for end users and secure substantial cost savings. All of this is achieved within the framework of an agreement based on the customer's business processes and key performance indicators.

In October 2015, Ericsson and Dialog Axiata – Sri Lanka's largest connectivity provider – partnered to make Managed Enterprise Cloud services available in the South Asian country. Managed Enterprise Cloud enables operators to create and provide white-label enterprise software services flexibly and effectively. Ericsson will install and integrate the Managed Enterprise Cloud framework in Dialog's data center and manage it remotely via the Ericsson Global Service Centers. The operator's customers access the shared enterprise services via a secure web portal. At launch, the available applications will include an e-mail server, a web client, a content management framework, a customer relationship management system and a content management platform in one integrated and easy to access interface. With Managed Enterprise Cloud, Dialog will be able to serve all of its enterprise customers and consolidate other third-party application offerings with one unified platform, enabling efficient provisioning and significantly improved time to market.

In June 2014, Ericsson announced that it had been awarded a contract to improve T-Mobile's business and IT billing processes to drive further growth and market differentiation. The update will include all branded T-Mobile and MetroPCS customers with a long-term managed services agreement for Service Agility based on Ericsson's pre-integrated OSS/BSS software suite. Ericsson will leverage its Service Agility solution, which includes charging, billing, order management, product catalog and customer relationship management (CRM). Ericsson will integrate and manage operations of the solution.

In another example, 3 Italia outsourced all of its IT operations to Ericsson in 2007. In 2010, the operator signed a new seven-year agreement to modernize its IT infrastructure and systems, including hardware and software, IP connectivity, operating systems and storage. This helped 3 Italia to reduce capex and opex; increase productivity, efficiency and flexibility; and both manage and make the most of rapid growth in data and multimedia traffic.

## ERICSSON – SCALE, SKILLS AND PEOPLE

Managed services is about people, and over the years more than 35,000 employees have transferred to Ericsson from operators around the world. We invest heavily in our people and

---

focus on competence development and employee engagement to create a culture centered around innovation in a knowledge-based organization. This will be the catalyst for unlocking value to levels previously not thought possible with managed services. The way Ericsson is perceived as an employer is also important, and our goal is for that impression to be characterized by our core values: respect, professionalism and perseverance.

The employees that have joined Ericsson from operators have not only improved our understanding of our customers, but also of the needs of consumers around the world.

With more than 66,000 service professionals working in 180 countries, Ericsson has an organization where the sheer size enables scale beyond what a single operator can achieve. Scale is also about replicating success for customers around the world. By using common tools, methods and processes, we can develop and industrialize new ideas rapidly while achieving greater efficiency in network operations. Furthermore, our purchasing power with third-party suppliers makes us a more effective negotiator than individual operators can be on their own.

Ericsson believes that its people's behaviors and actions make the difference. Highly motivated and empowered employees are, and have always been, the key to our success – and also the success of our customers.

## INNOVATION IN SERVICES

Ericsson pioneered the telecom managed services industry about 15 years ago and we remain at the forefront of development. We continue to innovate in this area by developing business models for operators and creating new methods of service delivery. Today, Ericsson is the undisputed leader in managed services. We have industrialized the concept of delivering managed operations for multiple operators through our infrastructure of Global Network Operation Centers and our field service organization. We have made significant investments in tools, methods and processes for service delivery. One example is the Managed Services Delivery Platform (MSDP), a single network-operations platform across our global Managed Services organization. More than 38,000 people have been trained in using the MSDP – a portfolio of tools that enables the efficient operation of a communications network, both locally and from remote operation centers.

Through our Global Service Centers in Romania, Mexico, India and China, we deliver managed services to customers in more than 100 countries. The Global Service Centers allow us to reach significant efficiencies of scale and focus on deliveries that can be made remotely. In combination with our technology leadership, our research and development achievements and our long tradition of innovation, it all makes for a very strong offering.

---

## MANAGED SERVICES ENGAGEMENTS AROUND THE GLOBE

No two operators are the same, and Ericsson uses differentiated engagement models and local knowledge gained from our more than 66,000 service professionals working in 180 countries around the world to adjust to the individual requirements of each of our customers.

### GLOBAL

Toward the end of 2012, Ericsson signed an agreement with Telefónica Digital to provide managed services and multi-vendor support for Telefónica's Global Video Platform, which enables subscribers to access video services such as live TV, video on demand and premium services on multiple networks and devices simultaneously.

### MIDDLE EAST & AFRICA

#### **Benin**

In 2015, Ericsson signed its first Managed Rural Coverage deal with MTN; bringing mobile coverage as a service to parts of central and northern Benin where there was none previously. Managed Rural Coverage is a cost-competitive solution whereby Ericsson enables operators to provide mobile coverage for a set period according to service level agreements and defined key performance indicators. In this case, Ericsson and MTN Benin have signed an agreement for five years.

#### **Rwanda**

In 2015, Ericsson and the Coca-Cola Company announced a pilot project to bring mobile connectivity to EKOCENTER, a social enterprise initiative designed to empower community well-being by bringing safe water, solar power and mobile communications, as well as basic goods and services to underserved communities. The pilot project will be conducted in collaboration with Tigo Rwanda and German start-up company Solarkiosk. Ericsson will deploy its Managed Rural Coverage solution to provide internet services to the EKOCENTER in rural Rwanda.

#### **Uganda**

In late 2014, MTN Uganda deployed the Ericsson Converged Wallet platform – enabling the operator to quickly introduce relevant, new and differentiated mobile financial services offerings for seven million MTN Uganda mobile wallet users and 50,000 agents. Ericsson provides a prime integrator engagement model that encompasses hardware, software, systems integration and migration services that are supported by a managed operations model.

---

## **Nigeria**

MTN, a leading telecommunications company with presence in 21 countries in Africa and the Middle East, signed a five-year managed services agreement with Ericsson in early 2014. Ericsson will assume responsibility for management, optimization and field maintenance of MTN's network infrastructure in Lagos, Abuja, Enugu, Port Harcourt and Asaba – representing 75 percent of the operator's network in the country.

## **Western and Central Africa**

In 2013, Atlantique Telecom, part of the Etisalat group, selected Ericsson to manage its mobile networks in Western and Central Africa serving approximately 10 million subscribers. This partnership covers services such as network operations, field maintenance, network optimization and spare parts management for the operator's multi-vendor mobile networks, including access, core and transmission, as well as value added services.

## **Oman**

In 2012, integrated telecom services provider Omantel signed an LTE (4G) and managed services contract with Ericsson. Under the terms of the deal, Ericsson will build an LTE network and transform the operator's radio access network, which serves more than 2.7 million subscribers in the Sultanate of Oman. Ericsson and Omantel share a longstanding relationship that goes back more than 30 years.

## **Iraq**

Toward the end of 2011, Zain Iraq – the country's leading mobile telecommunications provider – signed a five-year managed services agreement. Ericsson will optimize, modernize and manage Zain's IT operations and mobile network, including more than 3,500 sites across the country. The agreement also covers the northern region of Kurdistan, into which Zain is expanding rapidly to meet customer demand.

## **Africa**

In 2011, Airtel Africa signed a five-year agreement to bring an enhanced voice and data experience to its more than 44 million customers on the continent. Under the terms of its first multi-country managed services deal in Africa, Ericsson is providing services such as network management, technology consulting, network planning and design, and network deployment.

## **UAE**

du – an integrated telecom operator in the United Arab Emirates – decided in early 2011 to extend its relationship with Ericsson to include managed services in the IT space. As part of

---

a five-year agreement, Ericsson will develop and maintain applications for about 35 platforms and technologies.

## EUROPE

In 2015, Ericsson announced that it had been selected by Orange as the reference provider of managed services. The scope of the contract covers five countries – Spain, Belgium, Romania, Slovakia and Moldova – supporting more than 30 million customers.

Under the five-year agreement, Ericsson provides a fully managed end-to-end operations service that includes network operations, performance, optimization, expansion and field support, maintenance and spare parts management for Orange's fixed-line access, 2G, 3G, and 4G access networks.

### Poland

In 2016, Ericsson signed a managed services agreement with UPC Poland, the country's largest provider of digital cable TV and broadband services. Ericsson assumed responsibility for field maintenance in UPC Poland's network and for delivering continuous improvements in network quality and operational efficiency. Ericsson will also drive preventive and corrective maintenance activities with a focus on process optimization. The five-year agreement came into effect from April 1, 2016. The deal represents Ericsson's first cable managed services contract in Poland.

In 2016, Netia Group, one of Poland's largest providers of fixed-line telecommunications services, extended its existing maintenance contract until the end of 2017. Under the terms of the contract, Ericsson is responsible for Netia's network and services maintenance and provisioning.

Toward the end of 2012, Netia Group renewed its managed services agreement with Ericsson – first signed in 2006 – for a further four years. Under the terms of the contract, Ericsson is responsible for the maintenance and management of Netia Group's networks, as well as supporting the provision of services to the operator's residential and business users.

### United Kingdom

In 2015, MBNL – a joint venture between Three UK and EE – renewed and expanded its managed services agreement with Ericsson for a further three years. The new agreement was expanded to include design, planning and deployment.

### Montenegro

In 2015, Ericsson and Crnogorski Telekom – part of Deutsche Telekom Group – entered into a seven-year managed services partnership. Under the terms of the contract, Ericsson will

## PRESS BACKGROUNDER

JUNE, 2016



---

be responsible for the operation and maintenance of Crnogorski Telekom's network in Montenegro.

### **Hungary**

In 2015, UPC – Hungary's leading cable telecommunications operator – signed a managed services contract with Ericsson for field operations and maintenance services. Ericsson's technical capabilities and track record as global leader in managed services will enable UPC to deliver premium network experience for its customers.

### **Croatia**

In 2014, Hrvatski Telekom, a member of the Deutsche Telekom Group and the leading provider of telecommunications services in Croatia, signed a five-year managed services agreement with Ericsson for the construction and maintenance of telecommunications infrastructure.

### **Romania**

Romanian operators Romtelecom and Cosmote – both subsidiaries of OTE, the Hellenic Telecommunications Organization – signed a seven-year managed services agreement with Ericsson in 2014. Ericsson will manage the operators' wireline and wireless networks in Romania.

### **Russia**

In early 2013, VimpelCom, one of the world's 10 largest integrated telecommunications services operators, signed a five-year managed services contract with Ericsson. Under the terms of the agreement, Ericsson will manage network operations on VimpelCom's behalf at more than 10,000 sites, as well as overseeing more than 10,000km of optical transport cables and an extensive fixed network across Siberia and the Urals in Russia.

### **Denmark**

In 2010, Ericsson signed its first full-scope managed services contract for an LTE/Evolved Packet Core network with TDC in Denmark. Under the terms of the contract, which built on the existing strategic partnership between the two companies, Ericsson provides managed services and rollout of a complete 4G/LTE solution – including radio access and core network equipment.

Early in 2008, Denmark's largest operator, TDC, signed the largest full-scope managed services contract in the Nordic region with Ericsson. The seven-year deal constituted a strategic partnership that would see Ericsson assume responsibility for the management, operation, network design and performance management of TDC's mobile network, including field operations.

---

## Italy

In 2005 Ericsson signed a long-term contract with 3 Italia. Ericsson assumed overall responsibility for management of 3 Italia's multi-vendor 3G network, as well as its telecom IT infrastructure. The initial five-year contract was extended for a further five years in 2009.

## ASIA

### India

In 2015, Bharti Airtel, one of India's leading telecom services provider, signed a two-year extension of its existing multi-vendor, multi-technology managed services deal with Ericsson. Under the terms of the new agreement, Ericsson will manage 2G, 3G, 4G/LTE, Intelligent Network, LAN/WAN and Wi-Fi technologies in 15 circles. This agreement solidifies Ericsson's partnership with Bharti Airtel, while helping to increase business innovation and customer satisfaction.

In 2014, Reliance Communications expanded its agreement with Ericsson by signing a new seven-year, full-scope managed services agreement. As a result, Ericsson now operates and manages Reliance Communications' wireline and wireless networks across the whole of India. Ericsson also assumed responsibility for the field maintenance, network operations and operational planning of Reliance Communications' 2G, CDMA and 3G mobile networks.

In early 2013, fully integrated telecommunications service provider Reliance Communications selected Ericsson to operate and manage its wireline and wireless networks in the Northern and Western states of India. As part of the deal, 5,000 Reliance Communications employees will be transferred to Ericsson.

In 2012, Idea Cellular, the leading mobile services operator in India with 100 million subscribers, renewed and extended a managed services agreement first signed in 2007. Ericsson will focus on ensuring network performance and a superior experience for users of Idea's 2G and 3G mobile networks in five circles: Mumbai, Jammu & Kashmir, Himachal Pradesh, North East, and Assam.

Wireless broadband provider Augere entered into a three-year managed services partnership with Ericsson in India in 2011. Ericsson is responsible for planning, designing, building, operating, maintaining and providing spare-parts management for Augere's TD-LTE (4G) network.

Ericsson signed its first managed services contract in India in 2004 with Bharti Airtel, a leading global telecommunications company with operations in 19 countries. Toward the end of 2011, Bharti Airtel expanded its managed services partnership with Ericsson for its operations in India.

---

## Malaysia

Malaysia's U Mobile signed a five-year managed services and business support systems transformation contract with Ericsson in early 2012. Upon completion of the transformation, U Mobile will become the first Malaysian operator to offer full-fledged convergent support to its subscribers.

## China

In 2010, Ericsson signed its first managed services contracts in China with two operators. Both deals were three-year field maintenance contracts for radio base station sites.

## AMERICAS

### US

In 2015, Ericsson and Intel Security announced that they are working together to make managed security solutions available for telecom operators to bundle with the existing services they provide to enterprises. Combining Ericsson's managed services expertise, global delivery capability and network security expertise with Intel Security's broad portfolio of consumer and enterprise security solutions will enable enterprises to strengthen their security posture.

In 2011, Clearwire – a leading provider of 4G wireless broadband services in the US – signed a seven-year managed services contract with Ericsson. Clearwire will be able to leverage Ericsson's global best practices, state-of-the-art tools and processes to maximize efficiencies, provide continued network quality and reduce operating costs.

In mid-2009, Ericsson and Sprint announced the introduction of Network Advantage, an innovative, seven-year managed services contract that resulted in the transfer of about 6,000 employees from Sprint to Ericsson. The deal was the first of its kind in North America and one of the largest managed services deals in the industry.

### Canada

Canada's Mobilicity expanded and extended its managed services agreement with Ericsson in mid-2012. The scope of the deal signed in 2009 was expanded while the term was extended for two more years.

### Brazil

In 2011, Telefónica expanded its managed services partnership with Ericsson in Brazil. Ericsson will provide a range of field operations services in a multi-vendor environment, supervising and maintaining Telefónica's fixed network within the following areas in São Paulo city: Campo Limpo, Campo Belo, Jabaquara, Consolação and Ipiranga.

---

## LARGEST TELECOM SERVICES COMPANY IN THE WORLD

Our 66,000 services professionals work in 180 countries (approximately 25,000 in our Global Service Centers in China, Romania, Mexico and India) and speak more than 100 languages. In addition, we have access to more than 20,000 sourced resources. Ericsson provides managed services for networks that serve 1 billion subscribers worldwide. Today more than 40 percent of the world's mobile traffic goes through Ericsson networks and we support customers' networks servicing more than 2.5 billion subscribers.

## FACTS AND FIGURES

- In all current managed services contracts, excluding hosting, Ericsson provides managed services for networks that together serve more than 1 billion subscribers worldwide.
- Ericsson manages networks that serve approximately 600 million subscribers worldwide.
- Ericsson pioneered managed services for telecom and has well over 15 years of experience in managing multi-vendor, multi-technology networks.
- Approximately 50 percent of the nodes in networks managed by Ericsson are sourced from other suppliers.
- Today, about 50 percent of all our service deliveries can be made remotely, including network operations.
- In Q1 2016, Ericsson signed 21 managed services contracts (of which eight were extensions and expansions).
- In total in 2015, Ericsson signed 101 managed services contracts (of which 46 were extensions and expansions).
- In Q4 2015, Ericsson signed 26 managed services contracts (of which 16 were extensions and expansions).
- In Q3 2015, Ericsson signed 18 managed services contracts (of which seven were extensions and expansions).
- In Q2 2015, Ericsson signed 30 managed services contracts (of which 22 were extensions and expansions).
- In Q1 2015, Ericsson signed 27 managed services contracts (of which 16 were extensions and expansions).
- In total in 2014, Ericsson signed 71 managed services contracts (of which 33 were extensions and expansions).
- In Q4 2014, Ericsson signed 17 managed services contracts (of which 10 were extensions and expansions).

- In Q3 2014, Ericsson signed 17 managed services contracts (of which 11 were extensions and expansions).
- In Q2 2014, Ericsson signed 21 managed services contracts (of which eight were extensions and expansions).
- In Q1 2014, Ericsson signed 16 managed services contracts (of which four were extensions and expansions).
- In total in 2013, Ericsson signed 84 managed services contracts (of which 31 were extensions and expansions).
- In total in 2012, Ericsson signed 52 managed services contracts (of which 19 were extensions and expansions).
- In total in 2011, Ericsson signed 70 managed services contracts (of which 32 were extensions/expansions).
- More than 35,000 managed services employees have transferred to Ericsson from operators around the world.

**Managed Services sales (externally reported within Professional Services)**

Year	Net sales in BSEK
2015	31.8
2014	27.2
2013	25.5
2012	25.2
2011	21.0
2010	21.1
2009	17.4
2008	14.3
2007	12.2

**MANAGED SERVICES MILESTONES – PRESS RELEASE HIGHLIGHTS**

- 2016
  - [du selects Ericsson as IT managed services partner](#)
  - [Omantel and Ericsson sign managed services and customer value management deals](#)
  - [Ericsson and Ozone to provide Small Cell as a Service to Reliance Communications in India](#)
  - [Small Cell as a Service enables in-seat deliveries for Legia Warszawa football fans](#)
  - [Cable TV provider UPC Poland selects Ericsson for field maintenance managed](#)

- 
- [services and transformation](#)
- 2015
- [Vodafone India selects Ericsson to manage optical fiber network](#)
  - [Ericsson and Swisscom intensify strategic partnership](#)
  - [MBNL renews managed services agreement with Ericsson](#)
  - [Ericsson maintains leadership positions in OSS and IRCM Gartner Magic Quadrants](#)
  - [Ericsson in strategic partnership with Cisco to generate sales and synergies](#)
  - [Ericsson and Cisco partner to create the networks of the future](#)
  - [Ericsson and Dialog Axiata partner for Managed Enterprise Cloud in Sri Lanka](#)
  - [Yoigo and Ericsson evolve customer experience in Spain](#)
  - [MTN and Ericsson bring Managed Rural Coverage to Benin](#)
  - [UPC Hungary partners with Ericsson to further improve customer experience](#)
  - [MTN group selects Ericsson Order to Cash Suite](#)
  - [Bharti Airtel selects Ericsson to expand 3G network in India](#)
  - [Crnogorski Telekom and Ericsson sign managed services contract](#)
  - [Smile Communications selects Ericsson for 4G/LTE managed services across all operations](#)
  - [Telstra selects Ericsson's CDN solution for network delivered media](#)
  - [Intel® Security collaborates with Ericsson to bring managed security to telecom operators](#)
  - [Ericsson, Coca-Cola, Solarkiosk and Tigo to empower communities through EKOCENTER](#)
  - [Ericsson selected as managed services partner for Orange operations in five European countries](#)
  - [Bharti Airtel extends managed services partnership with Ericsson](#)
  - [Operators can now manage their networks the Ericsson way](#)
  - [TeliaSonera selects Ericsson to manage field operations in Sweden](#)
- 2014
- [Reliance Communications and Ericsson sign nationwide Managed Services contract](#)
  - [Yoigo and Ericsson extend their partnership in Managed Services](#)
  - [MTN Uganda strengthens mobile financial services with Ericsson](#)
  - [Ericsson and M:tel enter managed services agreement in Montenegro](#)
  - [Small Cell as a Service powers Wi-Fi networks across India](#)
  - [KPN launches cloud-based push-to-talk in the Netherlands](#)
  - [Ericsson and SAP announce solution for enterprise mobility management](#)
  - [Ericsson chosen by ASBANC to develop a new channel to enable financial inclusion in Peru](#)
  - [Hrvatski Telekom selects Ericsson for 5-year managed services contract](#)
  - [Landis+Gyr and Ericsson join forces for smart meter reading in Finland](#)
  - [Vodafone Egypt chooses Ericsson to enhance network quality in Greater Cairo](#)
  - [Ericsson to deliver fixed wireless and satellite ground services for Australia's NBN Co](#)
  - [Ericsson opens fourth Global Network Operations Center site in India](#)
  - [Ericsson prepared Telefónica network for the 2014 World Cup in Brazil](#)

- 
- [Romtelecom and Cosmote Romania sign 7 year managed services contract](#)
  - [Ericsson ranked first in Communications Service Provider Operational Technology Market Share](#)
  - [T-Mobile selects Ericsson for billing solution and new customer experience](#)
  - [Telefónica Vivo selects Ericsson for Brazilian digital city project](#)
  - [Con Edison selects Ericsson to manage internal network in New York City](#)
  - [Ericsson named a network supplier and managed services provider for Telenor in Myanmar](#)
  - [MTN Nigeria selects Ericsson for managed services](#)
  - [Launch: Ericsson brings capacity with 'Small Cell as a Service'](#)
  - [Ericsson and Kodiak introduce 4G-compatible cloud-based push-to-talk \(PTT\) service in Europe](#)
  - 2013
    - [AT&T and Ericsson announce agreement for the connected car](#)
    - [Reliance Communications and Ericsson sign USD 1 billion managed services contract for wireline and wireless networks for North and West India](#)
    - [VimpelCom signs 5-year managed services contract with Ericsson](#)
    - [Atlantique Telecom selects Ericsson to manage African networks](#)
    - [Vip mobile Serbia Selects Ericsson for Managed Services](#)
    - [E.ON steps up to big data metering with Ericsson](#)
    - [1 billion subscribers benefit from Ericsson's Managed Services](#)
    - [Mobily selects Ericsson's Smart Services Router](#)
    - [MBNL selects Ericsson for new managed services contract](#)
    - [Zain selects Ericsson to manage Field Operations in Saudi Arabia](#)
    - [Ericsson to develop and maintain billing solution for T-Mobile Poland](#)
    - [Ericsson and Orange announce BSS cooperation in Switzerland](#)
  - 2012
    - [Orange selects Ericsson for Managed Services in Switzerland](#)
    - [Ericsson to enable global video platform for Telefónica Digital](#)
    - [Omantel selects Ericsson for 4G/LTE and Managed Services in Oman](#)
    - [Ericsson to manage HBO Nordic's playout services](#)
    - [TV5MONDE renews and expands managed services contract with Ericsson](#)
    - [Netia renews and expands managed services partnership with Ericsson](#)
    - [Ericsson signed seven-year managed services deal with Italy's FASTWEB](#)
    - [Portugal's ZON Multimédia selects Ericsson for IT Managed Services](#)
    - [Mobilicity expands managed services agreement with Ericsson](#)
    - [Ericsson closes acquisition of Technicolor's broadcast services division](#)
    - [Ericsson to acquire Technicolor's broadcast services division](#)
    - [India's Idea extends and expands managed services agreement with Ericsson](#)
    - [Telekom Austria Group chooses Ericsson for managed services](#)
    - [Malaysia's U Mobile transforms its business support systems](#)
    - [Maersk Line and Ericsson bring mobile connectivity to the oceans](#)
  - 2011
    - [Strategic managed services IT and network modernization agreement with Zain Iraq](#)
    - [Extended managed services partnership with Bharti Airtel India](#)
    - [First contract in France with Omea Telecom/Virgin Mobile](#)

- 
- [Multi-country contract with Bharti Airtel in Africa](#)
  - [End-to-end TD-LTE solution for Augere India](#)
  - 2010 • [Managed services in 29 countries for TeliaSonera International Carrier, extends 2003 contract](#)
  - [TDC in Denmark chooses Ericsson to manage its LTE network, first contract for 4G](#)
  - First contracts in China
  - [Advanced metering management for utility leader Acea's electricity network in Italy](#)
  - 2009 • [Contract with Vodafone, one of the world's largest operators, in home market, UK](#)
  - [Largest managed services contract in the industry to date, with Sprint in the US](#)
  - [First major contract on the African continent with Zain in Nigeria](#)
  - [10-year deal to operate national playout services for TV4 in Sweden](#)
  - 2008 • [Agreement to manage, develop and modernize Danish incumbent TDC's entire mobile network](#)
  - Strengthening its managed services capabilities in IT-related domain of OSS/BSS and service layer by opening Global Service Center in Romania.
  - 2007 • [Deal to manage German incumbent Deutsche Telekom's microwave network](#)
  - [European-wide contract for Vodafone's network spare parts](#)
  - First (and still the only) company in the industry to externally report managed services sales
  - 2006 • Ericsson's managed networks serve more than 100 million subscribers
  - 2005 • Extensive end-to-end network and IT deal with 3 Italy, largest in the industry when it was signed
  - Extensive end-to-end network and IT deal with Three UK, largest in the industry when it was signed
  - 2004 • Deal with Bharti Airtel in India
  - 2003 • Agreement with TeliaSonera International Carrier covering countries in Europe and North America
  - 2002 • Contract announced with Telfort in the Netherlands

# PRESS BACKGROUNDER

JUNE, 2016



---

## NOTES TO EDITORS

For media kits, backgrounders and high-resolution photos, please visit [www.ericsson.com/press](http://www.ericsson.com/press)

*Ericsson is the driving force behind the Networked Society – a world leader in communications technology and services. Our long-term relationships with every major telecom operator in the world allow people, business and society to fulfill their potential and create a more sustainable future.*

*Our services, software and infrastructure – especially in mobility, broadband and the cloud – are enabling the telecom industry and other sectors to do better business, increase efficiency, improve the user experience and capture new opportunities.*

*With approximately 115,000 professionals and customers in 180 countries, we combine global scale with technology and services leadership. We support networks that connect more than 2.5 billion subscribers. Forty percent of the world's mobile traffic is carried over Ericsson networks. And our investments in research and development ensure that our solutions – and our customers – stay in front.*

*Founded in 1876, Ericsson has its headquarters in Stockholm, Sweden. Net sales in 2015 were SEK 246.9 billion (USD 29.4 billion). Ericsson is listed on NASDAQ OMX stock exchange in Stockholm and the NASDAQ in New York.*

[www.ericsson.com](http://www.ericsson.com)

[www.ericsson.com/news](http://www.ericsson.com/news)

[www.twitter.com/ericssonpress](https://www.twitter.com/ericssonpress)

[www.facebook.com/ericsson](https://www.facebook.com/ericsson)

[www.youtube.com/ericsson](https://www.youtube.com/ericsson)

## FOR FURTHER INFORMATION, PLEASE CONTACT

Ericsson Corporate Communications

Phone: +46 10 719 69 92

E-mail: [media.relations@ericsson.com](mailto:media.relations@ericsson.com)

Ericsson Investor Relations

Phone: +46 10 719 00 00

E-mail: [investor.relations@ericsson.com](mailto:investor.relations@ericsson.com)