

Modernize, unify and improve order management process with UniServe™ NXT

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Communications service providers these days are struggling with fundamental parts of order management process – order capture and fulfillment, service configuration, and service & resource order management due to siloed and legacy order management systems, market consolidation, and constant shift of customer demand for bundle offers



Customer churn

Complex workflows and unavailability of single product catalogue causes order fallouts resulting in customer churn



Higher order fallout rate

Poor visibility into the processes and delayed corrective action results in as high as 15% to 25% order fallout rates



Revenue leakage

Order errors/order fallout leads to 30% - 40% revenue leakage

Roadblocks:

- Can't support bundle offers due to the operational challenges of unifying multiple order management systems
- Mismatch in product catalog configurations between multiple order management systems
- Business merger/acquisition brings in new line of businesses (LOBs) and products
- In the connected world of IoT, systems should track usage thresholds and other limits and entitlements of multiple devices

Order Management Solution transforms existing infrastructure by forming an orchestration layer that integrates multiple product catalogues and order management systems together, enabling CSPs to create and launch customized bundle offerings through multiple channels and gain competitive positions

Key functionalities :

- Digitalize and centralize order capture and fulfillment process across LoBs
- Single portal for order capture from multiple channels - call center, retail shops, self-service, etc.
- Centralized product catalogue by federating existing ones across LoBs
- Consolidation of order management for activation & completion
- Flexibility to launch new product offerings
- Synchronizes with the individual product LOBs for SLA management
- Alerts to internal and external stakeholders on progress of order
- Order fulfillment coordination with CRM and billing systems

Business benefits:



Enhance Order Management Process with

- Faster order cycle times
- Consolidated dashboard view of all orders
- Centralized analysis of orders processed & status for quick corrective actions
- Promise Orders More Accurately
- More Efficient Handling of Complex Orders through automation



Increase Revenue through Automation

- Adapt Quickly to New Business Needs
- Improved time to market increases better revenue
- Improved Exception Management



Reduce operational costs through Automation

- Reduce Revenue Impact of Fulfillment Issues
- Decrease Systems Cost and Minimize IT Complexity
- Decrease Inventory Cost & Order Handling Costs
- Minimize Order Fulfillment Errors



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