

Our intensity.
Your agility.

Modernize, unify, and improve
visibility of order management
with UniServe™ NXT platform
based Order Management
Solution

In10s⁷

UniServe™
NXT

www.in10stech.com

M&A activity due to market consolidation and rapid evolution of services to fulfill customers' expectations coerce TSPs to instantly contrive and extend new offers to its customers. But the prevailing siloed and legacy order management systems don't allow the service provider to bundle new offers to derive the much-needed competitive edge

Complex workflows and unavailability of single product catalogue because of multiple order management systems across lines of business causes order fallouts resulting in customer churn

Service providers experience 20% of consumer orders and 35% of enterprise business orders fallout rate

Roadblocks to a seamless order management experience:



Can't support bundles, products and other offerings due to the operational challenges of unifying multiple order management systems



Order management systems also have to support devices like e-readers, fitness trackers which sometimes support services that aren't in the operator's order management...



Mismatch in product catalog configurations between multiple order management systems



The marketing teams are not able to have one catalog where they can see and define all of the products to plan personalized campaigns



Business merger/acquisition only adds more complexity to the problem by bringing new line of businesses (LOBs) and products into the fold



In the connected world of IoT, order management systems need to deal with rollbacks, to track usage thresholds and other limits and entitlements of multiple devices

UniServe™ NXT Platform based Order Management Solution

UniServe™ NXT based Order Management solution helps service providers modernize existing infrastructure by forming an orchestration layer that connects multiple product catalogues and order management systems together, enabling service providers to create and launch customized bundle offerings through multiple channels and gain competitive positions

Key Functionalities



Centralize and digitalize order capture and fulfillment process across lines of business



Synchronizes with the individual product LOBs for SLA management for product delivery and provisioning



Portal that enables order capture from sales channels like call center, retail shops, self-service, kiosk, mobile devices, etc.



Alerts to internal and external stakeholders on progress of order



Centralized product catalogue by federating existing ones across lines of business



Supported with rules engine and workflow mechanism the solution reduces the turnaround time of product launch



Consolidation of order management for activation & completion



Order fulfillment coordination with CRM and billing systems



Flexibility to create unique product code, pricing, discounts and tax policies of the new product offerings

Business Benefits

Increase Customer Satisfaction by enhancing 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

For More Details



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