

NetCracker Order Management

Often overlooked in the broader discussion of provisioning and service fulfillment, Order Management plays a critical role in bridging the gap between the front and back office. In a highly competitive marketplace where building customer-centricity and accurate service fulfillment can result in higher customer satisfaction and retention, the importance of Order Management cannot be overlooked.

Historically, Order Management has been a highly manual, stove-piped, and process-intensive function within most Tier 1 service providers. That has primarily been the result of customized and siloed implementations that are linked to the ordering of a

The Order Management Challenge

specific service such as dial-up, Frame Relay, Private Line, or xDSL.

With the communication infrastructure converging and new services and service bundles being introduced every day, most Communications Service Providers (CSPs) need to unify, automate, and deploy a flexible, scalable, and agile Order Management system that enables:

- The quick introduction of new services
- A single platform that automates the ordering of service bundles
- Visibility into the status of a service order
- Seamless integration of the front and back offices

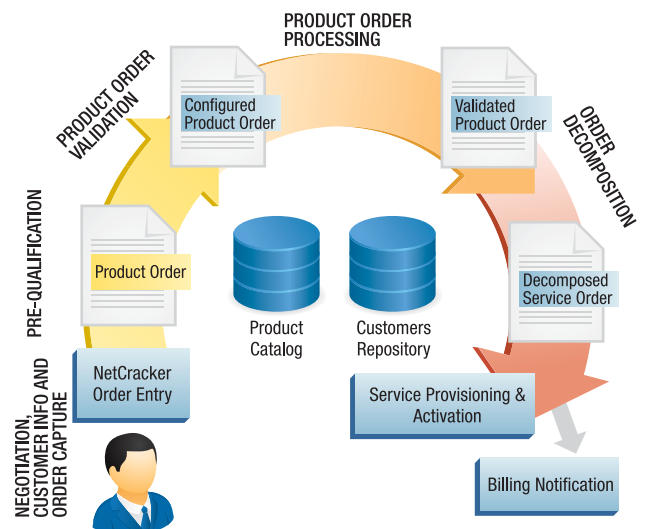
NetCracker Order Management

The NetCracker Order Management module automates ordering and order handling processes for all existing and emerging communication services and bundles. Order Management performs product order entry, pre-qualification, customer and order validation, order decomposition, sub-order management, process monitoring, task management, and order life-cycle management.

It includes the following components and capabilities:

- Product Catalog
- Customer Repository
- Customer Orders Repository
- Order Entry Component
- Order Decomposition
- Order Orchestration

NetCracker Order Management enhances its capabilities by seamlessly interacting with the Service Inventory and Service Provisioning & Activation modules to ensure the maximum amount of automation and flow through provisioning.



Product Catalog

The Product Catalog component manages the entire lifecycle of any type of offering — from design to retirement. It supports order entry and service provisioning processes and allows multi-

market offerings to be created for residential, business, and wholesale customers. It provides flexible and highly intuitive tools to configure and price new products and product bundles.

Customer Repository

The Customer Repository contains customer account information for all order handling processes—from order entry to service activation notification. The Customer Repository manages mass market, large enterprise, and wholesale subscribers—all of whom have very different requirements.

Customer Orders Repository

The Customer Orders Repository provides a comprehensive web-based user interface for managing each order. It supports filtering, searching, and arranging orders by type, initiation and due dates, status, and customer account type. The Repository tracks each stage of an order's lifecycle and enables users to drill down for order details, such as customer accounts, products, offers, pricing, discounts, service orders, ASR/LSR orders, qualification, and pre-qualification details.

Order Entry Component

The Order Entry component provides extended capabilities including validation of input data, presentation of customer and product information on a single screen, and creation and management of sales quotes.

The Pricing Engine calculates monthly recurring charges and non-recurring charges for quotes based on bundled product offers, their components, and other options selected by a customer.

Order Decomposition

Validated orders are parsed, decomposed, and then mapped to underlying resources and service elements. This initiates fulfillment, change, upgrade, or disconnect activities in the downstream provisioning and activation systems (e.g. NetCracker Service Provisioning & Activation). NetCracker's Order Decomposition approach intelligently parses product and service orders and decouples provisionable components. It enables flexible service creation and deployment using the Product Catalog.

The unified order decomposition process enables CSPs to introduce new products and product features rapidly, without redesigning the OSS environment.

Order Orchestration

NetCracker product and service order management provides for the orchestration of order statuses, including status propagation and transition processes, as well as end-to-end order lifecycle management and task dependency management. It relies on the priority management mechanism for the configuration of order handling priorities and the Error Handling mechanism for fallout and escalation management.

Benefits of NetCracker Order Management

- The unified and flexible Product Catalog enables the quick introduction of converged services.
- End-to-end process automation reduces processing time and increases the efficiency and accuracy of order handling.
- Seamless integration with downstream service provisioning systems reduces order fallout, provides full visibility into the order fulfillment process, and improves customer satisfaction.
- Complete order status visibility is provided across disparate ordering systems and distributed workflows throughout the order lifecycle.
- All reporting, escalation, and jeopardy notification is managed for both automated and manual tasks.