

NetCracker Workforce Management Drives Automation

The skilled workforce of a service provider is one of its biggest assets. The optimum use of this workforce is becoming critical as mobile operators migrate to 3G networks and wireline operators become converged services providers. Workforce management becomes a critical success factor when these service providers are looking to rapidly monetize their massive investments in infrastructure.

Workforce management not only plays a central role during new network deployments, but is also fundamental to ongoing operations. The operational aspects of day-to-day maintenance and running of the network are a costly endeavor. As service providers struggle to handle large numbers of dispatchers and field engineers, avoid operational delays, and prevent churn by improving the customer experience, the need for workforce management solutions has never been more urgent.

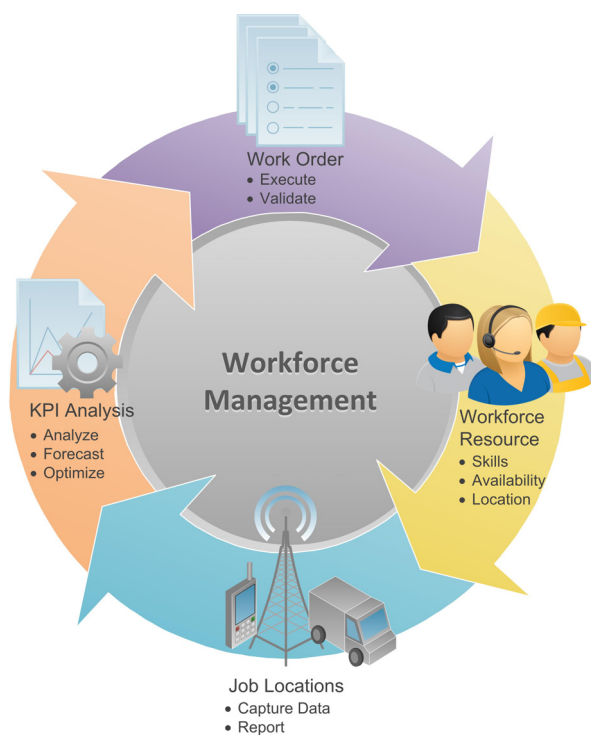
NetCracker's Workforce Management module delivers exceptional value to service providers by providing full-fledged support for company and partner field forces. Seamlessly integrated with NetCracker's OSS platform, this telco-aware, integrated workforce product automatically manages resource skill sets and dispatch capabilities to ensure customer satisfaction, OpEx and CapEx reduction, rapid deployment of new services, and revenue maximization.

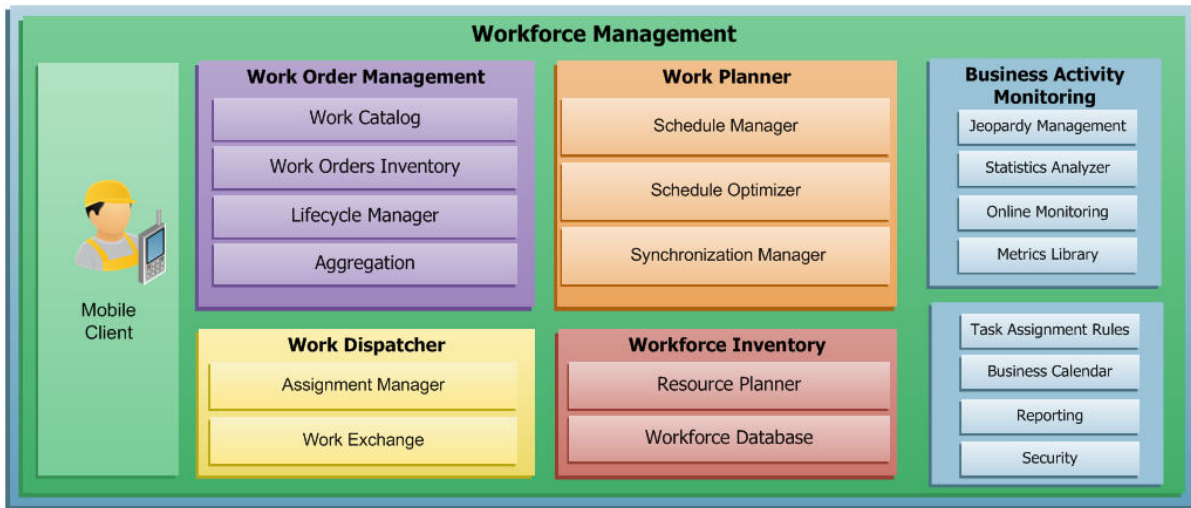
NetCracker Workforce Management Capabilities

Using NetCracker's industry-leading framework capabilities, the Workforce Management module provides a full spectrum of out-of-the-box functionality including workforce inventory, work order handling, task scheduling and optimization, and partner chain management.

Features and capabilities include:

- Single storage of all workforce resources distributed among company locations and partners
- Intelligent decision-support mechanism that balances automatic work order assignment and dispatcher experience
- Calendar-based user interface that enables manual scheduling and optimization of field service workforces
- Business activity monitoring with time metrics and KPI analysis
- User interface integration with customer care and corporate portals





Workforce Management Components

The components in NetCracker's Workforce Management module include:

- **Workforce Inventory:** Acts as a central repository of workforce and human resource information.
 - Pre-integration with the NetCracker Security component
 - Workforce Database enables documentation of human resources and qualifications
 - Resource Planner enables complete workforce lifecycle management
- **Work Planner:** Provides mechanisms for planning and optimizing short- and long-term activities.
 - Comprehensive integration API for scheduling work activities from external systems
 - Work activity synchronization and workforce capacity optimization
 - Extensive set of configurable schedule optimization rules
- **Work Order Management:** Enables the storage and management of work order statuses.
 - Work order template storage and complex relation and dependency descriptions
 - Creation, modification, and cancelation of work orders and their lifecycle management support
 - Consolidated view of work order execution statuses
- **Work Dispatcher:** Automates work order delivery and collects performance metrics.
 - Work schedule analysis
 - Transfer of ready-to-deliver work orders to parties responsible for carrying out work assignments

- Delegation of work activity execution to assigned parties
- **Business Activity Monitoring:** Provides business performance measurement, resource demand trending, and root cause analysis.
 - End-to-end visibility into business processes
 - Real-time views and statistical reports enabling aggregation and analysis of KPI information
 - Jeopardy management

Workforce Management Architecture Benefits

NetCracker's Workforce Management module enables service providers to manage field operations as part of the service fulfillment lifecycle. This elevates the visibility of resource capacity and allows for business process orchestration and performance optimization. Ultimately, this improves operations efficiency and reduces TCO.

Architecture benefits include:

- **End-to-End Service Delivery**
 - Pre-integration with the service fulfillment domain
 - Complete process and resource visibility
 - Enhanced work order orchestration
- **Mature Product Platform**
 - Future-proof and implementation-tested functionality
 - Minimized integration costs
 - Shorter implementation cycles