



## Telcordia **Fulfillment Suite**

Create innovative service bundles with simple design tools, then quickly activate customers with flowthrough provisioning over any network.

innovation » experience » reach



▶ “Customer satisfaction” gets a lot of attention in our industry. There isn’t an operator, vendor, or analyst that isn’t constantly working to find the operations, services, and marketing strategies that bolster satisfaction — and for good reason.

Satisfied customers are loyal customers, and loyal customers are revenue generators.

Of course, many factors impact satisfaction. But the starting point is fulfillment — the process of taking a service from concept to deployment, and an order from request to activation. Whether you’re deploying a single service or converged bundle, once the offering is up and running, fulfillment operations data plays a key role in assuring quality.

Clearly, your reputation starts even before the first request for service.

#### TAKE A CLOSER LOOK AT YOUR OPERATIONS

Customer satisfaction is the result of efficient operation in certain process areas: plan-to-provision, order-to-service, and trouble-to-resolution. The Telcordia Fulfillment Suite covers these process areas by increasing planning efficiency, automating provisioning/activation, reducing service order fallout, and maximizing asset utilization and inventory data accuracy. Fulfillment triggers a cascade of system and process hand-offs, and perfecting that flow is what the Telcordia Fulfillment Suite is all about.

OSS Observer called Telcordia “a leader in every service fulfillment segment.”

Whether you operate in a new infrastructure or legacy environment, our applications optimize your processes to operate with minimal, if any, manual touch points and the industry’s lowest Total Cost of Ownership (TCO). As a result, our customers’ key performance indicators reflect:

- Accelerated revenue
- Exceptional data integrity
- Reduced cost and time per order
- Reduced error rate and correction cost
- Less travel and install time
- Fewer billing discrepancies.

#### EVOLVE FULFILLMENT AT YOUR OWN, RATIONAL PACE

Competition is relentless, but your network and service evolution has to progress on your own terms. That’s why Telcordia follows a “managed evolution” approach – a migration that recognizes that the least cost, lowest risk, quickest-to-market strategy is one that finds the right balance of legacy and next generation technologies and scales as your subscriber base and need for service functionality develop.

■ INNOVATION

■ EXPERIENCE

■ REACH

This strategy applies advanced techniques, such as Service Oriented Architecture (SOA) and data federation, to integrate systems and processes and populate them with clean, synchronized data, so you can maintain the flow of service orders as you upgrade over time.

And you're not alone. Our consulting professionals can guide you through a change process aimed at low cost, low risk, and minimal disruption. We've helped clients around the world to support multiplay, Ethernet, and other exciting services on a manageable timetable.

#### **ENABLE ANY SERVICE, GET CREATIVE**

We also know it's impossible to predict which services will catch fire and which changes the market will bear. So you need to try all kinds of services, from your in-house offers to those from third-party suppliers. Our flexible approach lets your marketers experiment as much as they want with new and modified services and bundles.

Instead of custom-building structures for each offer, our suite uses graphical design tools and reusable service building blocks to quickly and inexpensively build business logic, workflows, and interfaces; set up a centralized catalog to define and manage all services; package them into targeted bundles; integrate them with customer care and billing systems; and roll them in and out of the market.

This is service-centric fulfillment — a faster, streamlined, affordable approach that promotes recycling and eliminates stovepipe processes.

#### **PROFIT FROM BEST PRACTICES**

Best of all, you benefit from Telcordia "best practices." For more than two decades, Telcordia has been a world leader in software and services for wireline, mobile, cable, utility, and converged operators. With more than 800 patents and leadership positions on the industry's most influential standards bodies, we've had a hand in virtually every major telecom innovation. We're #1 in fulfillment with a suite that demonstrates how powerful the fulfillment process can be at driving down operational costs and driving up customer satisfaction.

▶ "Telcordia is a leader in every service fulfillment segment."

**OSS Observer**

#### **IMPROVE PERFORMANCE**

Telcordia customers have reported measurable performance improvements in the order of:

- 70% reduction in service provisioning time
- 95% service order flowthrough
- >90% inventory data accuracy

To achieve higher:

- Accuracy and speed of service rollouts
- Levels of data integrity and transparency
- Network resource utilization.

## fulfillment suite components

### TELCORDIA CONSULTING SERVICES

Addresses new services and technology introduction/planning, strategies to optimize the customer experience, OSS evolution/modernization, and service order process cost reduction.

### TELCORDIA® GRANITE INVENTORY

Combines intelligent physical, logical, and service resource inventory, provisioning automation, and data synchronization functions while providing an enterprise-wide view of your services, application-specific resources, and networks.

### TELCORDIA® ACTIVATOR

Automates and easily manages all network and service activation activities across multiple domains and platforms to help ensure a "first time right" customer experience.

### TELCORDIA® DYNAMIC SERVICE CATALOG

Centralizes the product catalog function and complements it with graphical service design capabilities and a component library.

### TELCORDIA® EXPEDITER

Guides service orders through the entire workflow process, managing decomposition, routing, tracking, validation, message mapping, and hand-off to provisioning/activation and billing.

### TELCORDIA® EXCEPTION MANAGER

Manages both unplanned exceptions and planned activities requiring manual work.

### TELCORDIA® CUSTOMER NUMBER MANAGER

Automatically stores, manages, and assigns all communication identifiers, including define-your-own resource capabilities.

### TELCORDIA® TRANSPORT ELEMENT ACTIVATION MANAGER

Activates network equipment that supports services across multiple network technologies, such as SONET, DWDM, DLC, and Ethernet.

## ACHIEVE SUCCESS

Our Fulfillment Suite is an embodiment of the Telcordia Elements of Success — our Innovation, our Experience, and our Reach — all of which help lead to your success as you evolve your network, deploy new services, and manage the experience of your customers.

## AT A GLANCE

Our Fulfillment Suite is reinventing provisioning by:

- Making it easy to bundle offerings and roll them in and out of service
- Aligning service design and fulfillment resources into an automated flow
- Tying all applications in the process to clean, synchronized data
- Protecting the process with "rainy day" capabilities, including full or partial rollback
- "Federating" legacy inventory to support your self-paced transition to new technologies and services.



For more information about Telcordia Technologies, contact your local account executive, or you can reach us at:

+1 800.521.2673 (U.S. and Canada)

+44 (0)20 7632 4450 (Europe)

+1 732.699.5800 (all other countries)

info@telcordia.com

www.telcordia.com

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