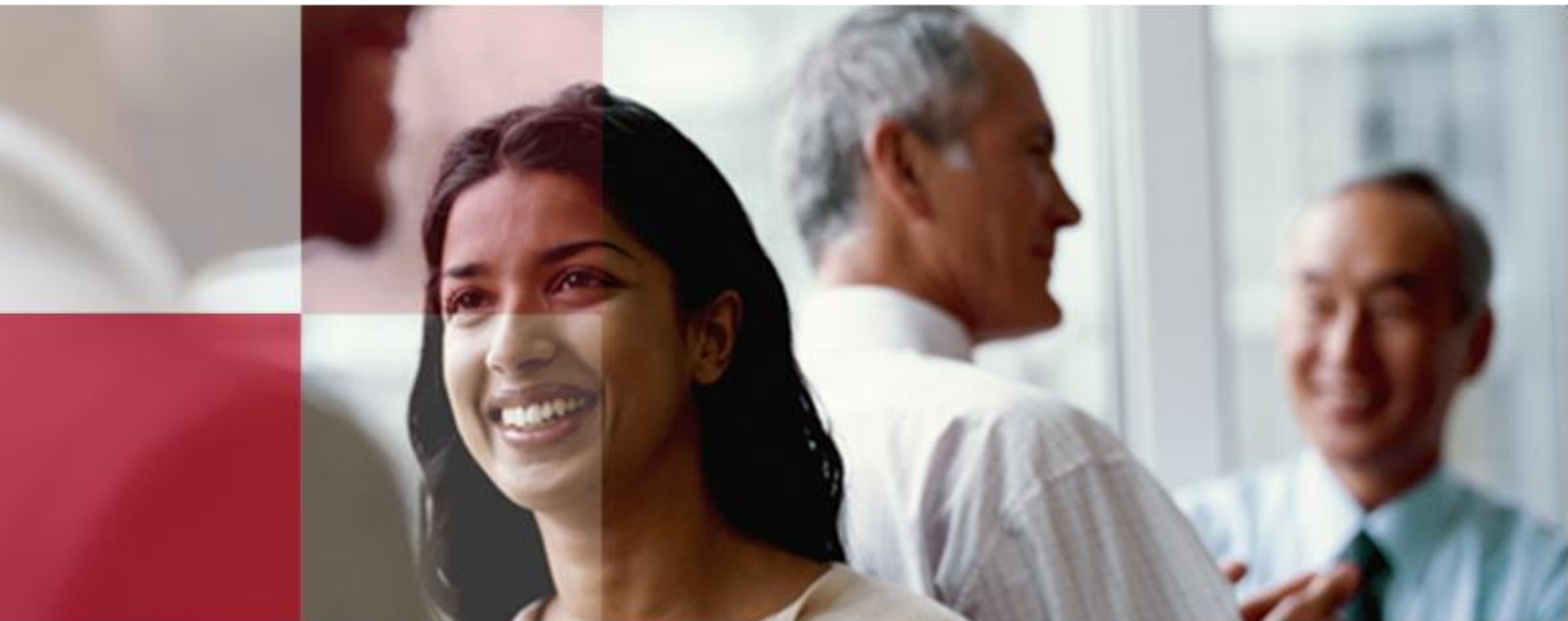


Order Management

Raise your revenue and customer satisfaction with [Infonova Order Management](#) and [Service Provisioning](#)



An efficient order management process is an essential part of the customer experience. Once a customer has decided to purchase a new service, he immediately wants to use it. Long waiting periods before service activation decrease revenue and customer satisfaction.

That's where Infonova Order Management comes in - it comprises the handling of orders from the initial approach of the service

provider's end customer through to the provisioning of the service.

With Infonova Service & Resource Provisioning the delivery and activation of end-user and enterprise services can be managed efficiently through automatic processing of orders entered into the system.

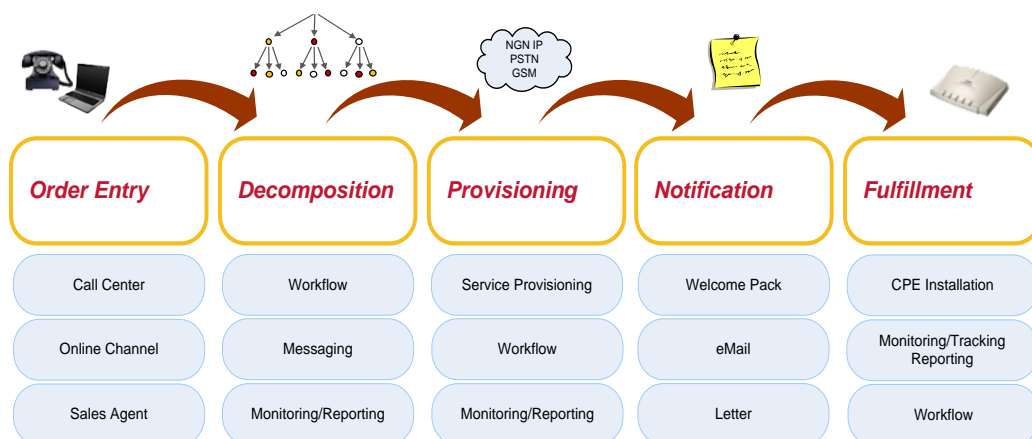
INFONOVA ORDER MANAGEMENT

The Infonova Order Management Module comprises the handling of orders from the initial inquiry of the service provider's end customer to the provisioning of the service. This provides the functionality for customer service representatives to enter orders, to retrieve the status of placed orders, and to change or cancel orders, all as requested by the customer.

The fully workflow controlled order process performs product decomposition, conducts pre-order checks like address-, credit- and fraud-checks, reports status and service levels, and provides exception handling capabilities as needed.

Infonova Order Management offers the following key features for deployment in a telecommunications carrier environment:

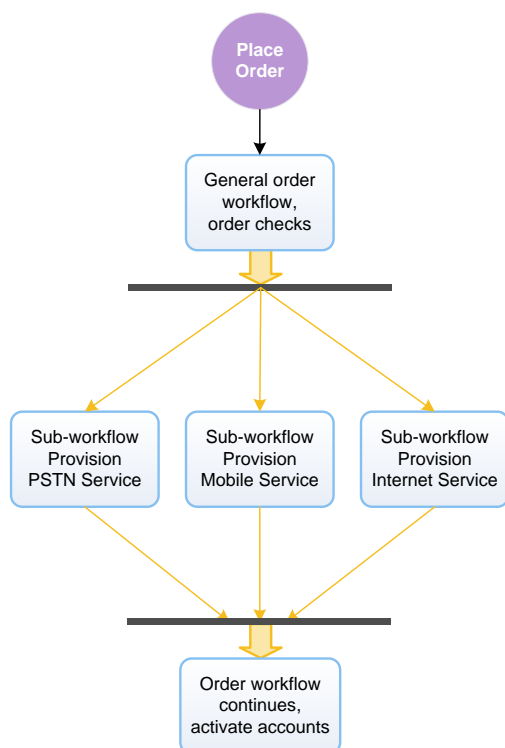
- Highly agile and configurable
- Real-time availability of order status and transaction data
- Customizable Graphical User Interface
- Support flow-through of orders for third party provisioning
- Supports user agents in everyday work
- Workflow controlled order entry process



Seamlessly integrated Order Management & Fulfillment Workflows – Zero/Low Touch

FULLY WORKFLOW CONTROLLED

The order process is fully workflow controlled. After the order is placed and stored, Order Handling is triggered to initiate the provisioning process that is controlled by a workflow. Order Handling selects the right workflow based on the order type, creates a workflow instance, and starts a provisioning process (one sub-workflow for every service):



Fully Workflow controlled Order Management

INFONOVA SERVICE & RESOURCE PROVISIONING

Service Providers are always facing the same challenges in achieving fast, reliable and accountable service provisioning. Tasks such as adding new users, updating directory entries, and enabling or activating new services are all manual administration tasks that do not scale easily. From order initiation through to activation, a telecom provisioning system covers a full range of critical activities and plays a major role in simplifying and automating the entire telecom lifecycle.

Infonova Provisioning addresses the Service Provider's need to manage delivery and activation of end-user and enterprise services efficiently:

- Fully automated zero-touch self provisioning
- Umbrella management system for all provisioning tasks
- More cost-effective and efficient delivery of services
- Rapidly add new products and quickly respond to competitive offerings



Truly Transformational Solutions

Infonova with its more than 250 employees is an Austrian based Next Generation BSS vendor with a solid performance track record for more than 17 years. Through a unique holistic approach, we deliver 360 degree results to help our clients to implement strategic right solutions. The flagship application Infonova BSS provides a proven business transformation model to put the state-of-the-art BSS into efficient operation.

To learn more, visit our Web site at www.infonova.com.

Contact

For more information on Infonova lead to high performance, contact infonova@infonova.com.