IBM Global Services
SimpleOrder

Solution Description

Order processing, service fulfillment and billing represents roughly a third of the operating expense of a Communication Service Provider (CSP). The current processes are manually intensive, costly and error prone, putting them at a competitive disadvantage. IBM's Simple Order solution streamlines order processing by allowing CSP's a single and accurate multi-channel, multi-product order entry system.

Features & Benefits

- Ability to rollout new services and service bundles in an increasingly competitive market

- Ability to manage products and services across lines of business in a cost-effective manner

- Provides a single view of the products and services across multiple channels

- Fulfill orders quickly

- Potential to increase revenue with up-sell and cross-sell opportunities

- Improve time to introduce new products and offerings

Value Proposition

SimpleOrder provides a comprehensive solution that allows telecom service providers to accurately capture and process customer orders through a unified customer centric integrated order entry solution for multiple channels across multiple product lines of business. This solution has the capability of a real-time order negotiation and the validation is supported by the best in class product information management and customer data integrated applications. SimpleOrder offers service providers with the capability of deploying a single order entry solution to address all channels and product offerings in an accurate, consistent and seamless manner leading to significant savings in the Order to Cash process.

IBM Segment

- Data Management

- Enterprise Content Management

- InfoSphere

Business Function

- Order Processing

Target Industry

- Communications Service Providers

For more information, contact:

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