

Telcordia

Integrated Flowthrough

Telcordia Integrated Flowthrough is a customizable consulting solution that addresses the mounting challenge of order fallout in a converged, triple play, or quad play operations environment. Telcordia consultants are finding practical ways to help operators around the world assure the automated flow of orders from receipt to fulfillment or resolution.

► Order fallout has always been a concern for service providers, given its potential to drive up operations costs and aggravate customers. Today the fallout challenge is getting even more acute as providers deploy new technologies, blend legacy and next generation Operations Support Systems (OSSs), and scale operations to deliver triple play and quad play services. It is important for operators to understand that fallout need not scale with service growth. There are affordable, effective ways to control it even in the most complex environments.

Telcordia clients have achieved 98% order flowthrough for traditional services. As service providers now scale triple play services, Telcordia is helping to drive order flowthrough from 20% up to 70% and higher, which can result in up to 50% less headcount growth to support new services.

RE-THINK BUSINESS AS USUAL

Telcordia has combined a unique blend of expertise in telecom organizations, service design, network technologies, OSSs, and fulfillment and assurance processes to create Telcordia Integrated Flowthrough. This highly flexible consulting offer uses our proprietary Telcordia 5D™ Methodology to examine your assurance and fulfillment operations from every dimension: leadership, people, processes, technology, and systems/data. Our methodology is complemented by analytical tools and techniques that allow us to organize, analyze, and recommend the most efficient and effective improvement alternatives.

- 001 Reduce the main sources of fulfillment and assurance order leakage
- 002 Speed manual handling of planned or unavoidable exceptions
- 003 Reduce operations expense while enhancing revenue capture

START WITH PREVENTION

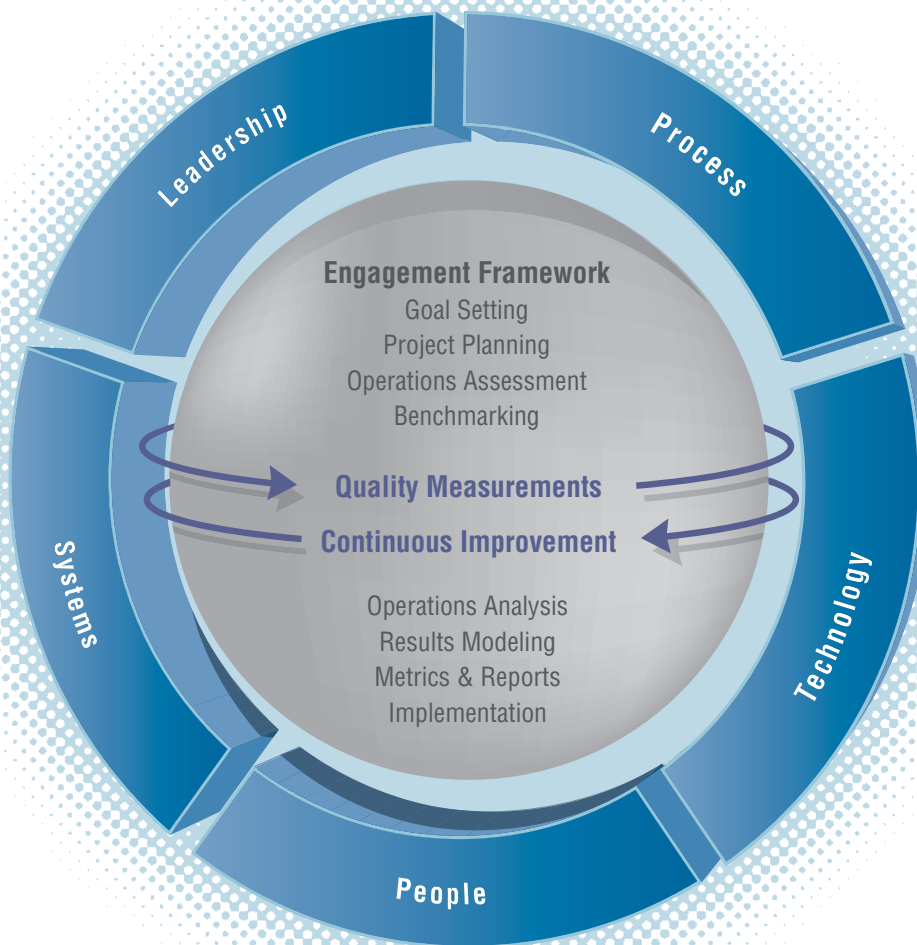
The first priority is to eliminate as much fallout as possible. That's why Telcordia Integrated Flowthrough always begins with a benchmarking analysis to uncover the extent and root causes of fallout. This analysis can identify data capture, standards, and process changes that can reduce fallout at its source. From these studies we develop recommendations that can be enacted relatively quickly and inexpensively, leading to immediate benefits. This analysis also helps determine the cost and benefit of longer-term improvement options, which may range from work center optimization to OSS enhancement, depending on goals and opportunities for improvement.

■ INNOVATION

■ EXPERIENCE

■ REACH

Telcordia 5D™ Methodology



CONFRONT THE INEVITABLE

Even in the most efficient organizations, a certain amount of fallout and manual order processing is unavoidable. Some manual steps may even be planned events in your workflows.

Thus, the next step is to examine whether your manual handling is as fast and efficient as it could be. By evaluating a number of operational elements — the optimal number of work centers; the scope and role of each work center; staffing and organization; access to data for work center personnel; and the methods and procedures used to handle manual work items — we can determine additional improvements that can be implemented rapidly and at low cost.

As a part of this effort, we typically help to configure rules and process flows for an exception handling system, which can catch, distribute, and track work items across centers and personnel. Or, if necessary, we can assist in developing requirements for, and assessment of, such systems.

PROGRESS TOWARD “ZERO TOUCH” AT YOUR OWN PACE

Service providers around the world are discovering that order flowthrough has a powerful and direct impact on operational excellence. Even modest procedural improvements to eliminate fallout and improve manual handling can reduce costs and significantly improve customer response.

Talk to us about how we can work together to craft a Telcordia Integrated Flowthrough analysis that’s right for your organization.

ACHIEVE SUCCESS

Our Consulting Services are 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

Telcordia Integrated Flowthrough is a unique consulting service that probes your service assurance and fulfillment workflows to:

- Close the gaps that contribute to fulfillment and assurance order fallout
- Drive revenue by speeding order completions and reducing outage times
- Reduce the costs of unnecessary truck rolls, manual handling, and inefficient work centers
- Significantly improve customer satisfaction through greater on-time service delivery and repair.



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MC-ONS-BR-006