



Order Management



Business Situation

In an ever changing business environment, enterprises face a lot of pressure from 3 fronts – Customer Demands, Evolving Technology and Complexities related to enterprise size. Additionally, in order to remain competitive, enterprises increasingly expand to multiple geographies and deal with multiple vendors. In such a scenario, enterprises are looking for business solutions that would enable them to manage their internal complexities in order to deliver first class service to the external customers.

Tech Mahindra's Order Management solution puts customer relationship management at the center of its focus. Managing orders relates to the first customer touch point hence it needs to be dealt with deftly. Order Management is an end-to-end solution that covers all aspects of processes & services involved from the lead generation point to the closure of the deal.

Business Challenges

- Pressing need to optimize supply chain processes
- Seamless multiple supplier/vendor collaboration
- Integration with legacy systems across the value chain elements
- High operating costs
- Mitigating and adapting to risks in supply chain
- Tracking different policies, procedures and regulatory systems
- Increasing time to market leading to lost business opportunities

Solution Overview

The Order Management solution is designed based upon extensive market research and incorporates features that are customizable for different processes for various verticals. This ensures that the solutions can be built quickly.

Order Management with a configurable workflow for businesses will help them manage their Enterprise Orders by catering to all requests starting from 'Lead generation' and ending at 'closure'.

Making the most of PEGA:

The offering features a fully configurable single portal for managing enterprise orders with built-in capabilities for routing, exception handling, reminders, external system integration etc.

The solution features such as inbuilt customizable templates and ever-available document repository make monitoring and reporting processes efficient. The Multi System Interface and Procurement Database ensure seamless vendor(s) management. The Project Management tools with dynamic case management helps keep track of the orders while allowing for inclusion of 'unknown' risks.

Solution Components

This solution's components can be easily comprehended by understanding its layered design approach:

- Services Layer: Readily consumable information and templates for all the involved actors to act upon
- Processes Layer: All the processes essential for the vertical to manage the enterprise orders
- IT Layer: Custom features from PEGA such as project planning and management, document repository and reporting templates
- Workflow Layer: Configurable work flows, SLA management, customized business rules etc
- Easy integration with other business systems

Solution Benefits

- Fewer delays due to clear definitions of roles
- Improved monitoring and reporting - By node performance, Delay root cause
- Lower inventory cost due to optimal procurement scheduling
- Lower revenue leakage due to tight integration with billing
- Improved sales efficiency by allowing business managers to focus on sales
- Lower error rate due to higher level of automation; water tight WFM
- Faster design and pricing steps due to in-built templates
- Lower project management effort due to in-built tools

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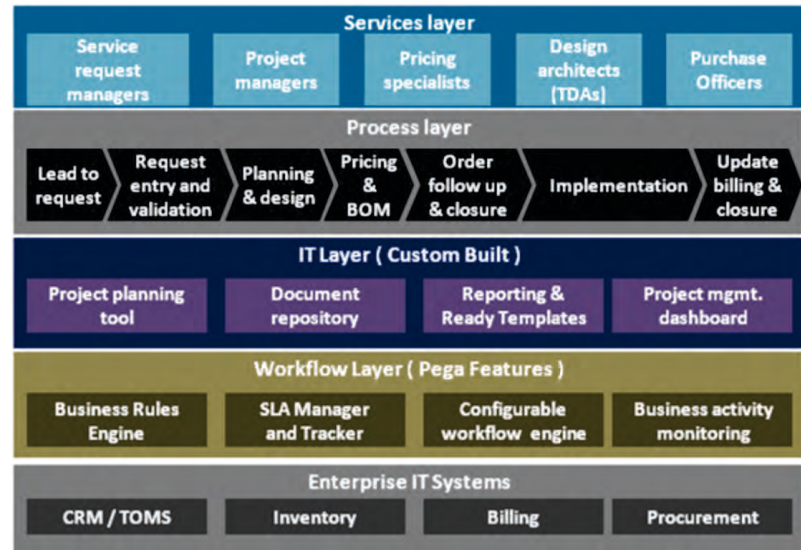
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Solution Framework



Industry Scenarios

- **Manufacturing:** Contract manufacturing deals with multiple suppliers and integration with their legacy systems is the key. Lack of such optimization leads to increase in costs and risks
- **Aerospace:** Aerospace manufacturing certainly deals with sourcing and assembling multiple key components. Dealing with involved processes needs precision monitoring and tracking for effective project management
- **Hitech:** From a network operations perspective, working with several telco operators in a region, along side with equipment vendors can certainly delay implementation cycles