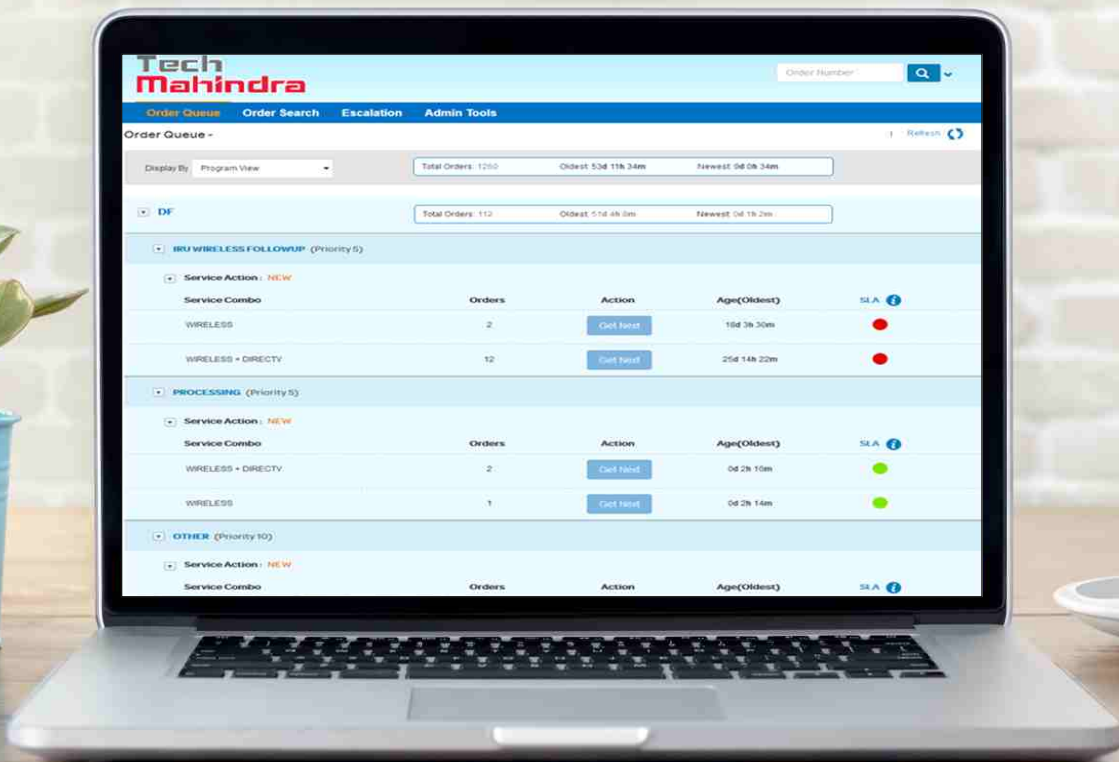


ORDER CAPTURE ENGINE

Orchestrate the perfect order
& unlock your revenue



ORDER CAPTURE ENGINE SEAMLESS SOLUTION FOR TELECOM ORDER MANAGEMENT

In today's digital era, there is a great surge of new communication and data services. Every telecom operator is in a state of continual evolution. Established Communication Service Providers are now operating as Digital Service Providers. They have thousands of new products created, managed and offered by multiple departments. As telcos shift to their new role of Digital Service Provider, it is crucial for them to re-evaluate their strategies and apply advanced technologies to efficiently manage an increasingly complex portfolio of new products and services. It is extremely critical for telco service providers to improve their agility when introducing new products to the market. However, order orchestration has been a challenge for some time. They require a solution to effectively streamline the order and fulfilment process.

Tech Mahindra provides Order Capture Engine, a cloud-based 'Order Management Platform' that orchestrates order capture, seamlessly integrates the information with supply chain, ensures fulfillment, and billing systems. Order Capture Engine offers real-time visibility, optimizes efficiency and customer satisfaction by automating workflows for every telecom order.



BENEFITS OF ORDER CAPTURE ENGINE

1 Unified Order Management Platform

2 Cloud-Ready Technology

3 Shorter time-to-market

4 Quick and Flawless Processing

5 Audit-Ready Processes

6 Flexible and Scalable

7 Optimize Cost

8 True Omni-Channel Experience

9 Improved Operational Efficiency

10 Improved Customer Experience

ORCHESTRATE THE PERFECT ORDER & UNLOCK YOUR REVENUE

Tech Mahindra's Order Capture Engine is a robust telecom order management and service fulfilment platform that offers zero touch flow through ordering. With advanced tracking mechanisms it tracks a sales order right from inception to completion. It integrates closely with the inventory systems and allocates inventory at the time of order. By minimizing manual intervention, Order Capture Engine eliminates downstream delays and higher costs due to inaccurate orders. It aims to reduce time-to-market for new services and delivers improved level of customer satisfaction.



ZERO TOUCH ORDER MANAGEMENT

- ▶ Operates without any human touch
- ▶ Improves efficiency



INTELLIGENT AUTOMATION

- ▶ Ensures highest speed of execution through robotic process automations
- ▶ Simplifies processes with reduction in handoffs



DIGITAL CUSTOMER EXPERIENCE

- ▶ Ensures digital processes for optimal customer experience
- ▶ Provides 360-degree visibility



AGILE & ADAPTIVE

- ▶ Adopts to convergence between multiple channels.
- ▶ Effective inventory planning, demand planning, and just-in-time procurement



COHERENT OPERATIONS

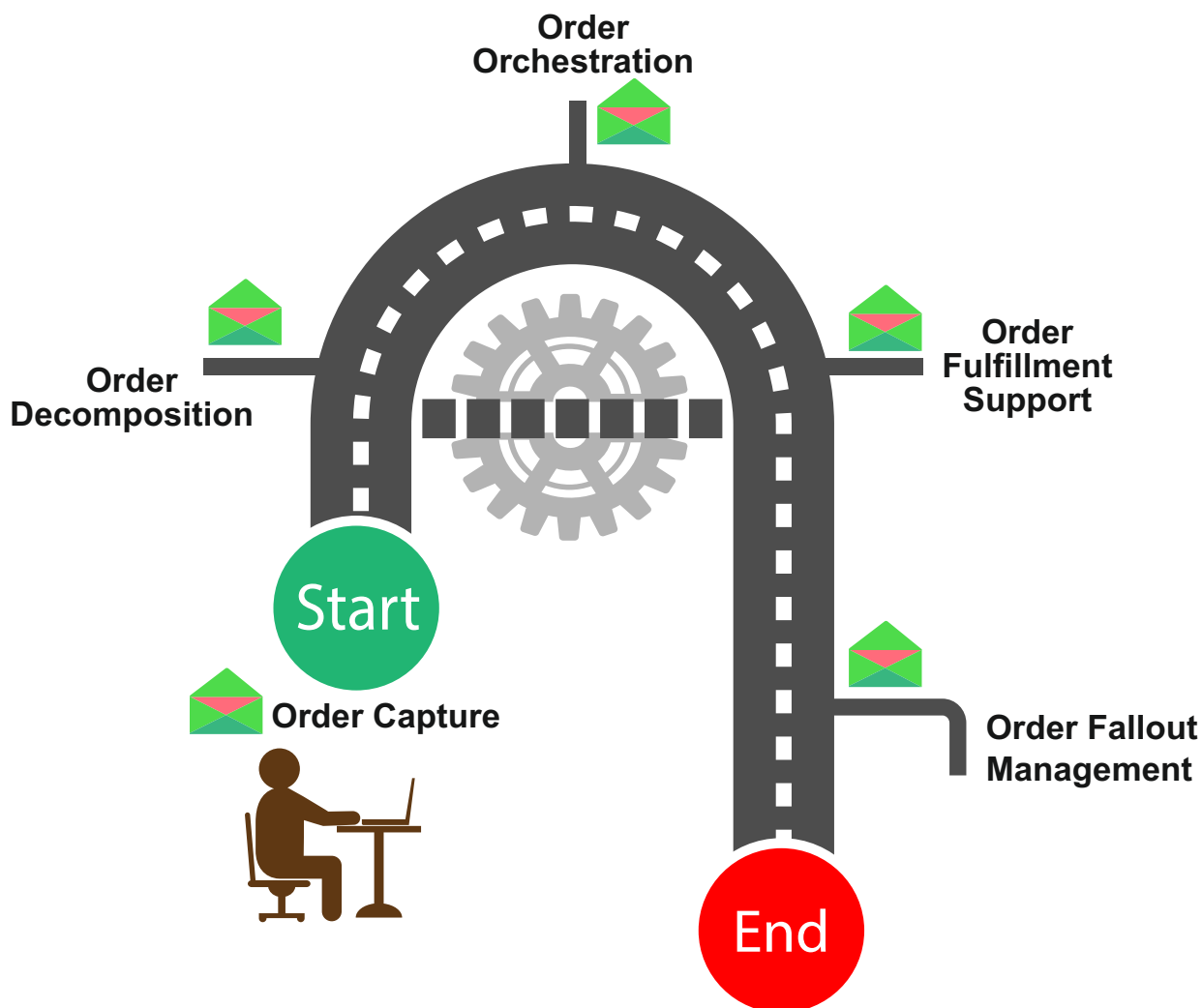
- ▶ Globally scalable and flexible delivery model
- ▶ Seamless delivery to last mile as committed



SMART ORCHESTRATION

- ▶ Single point orchestration tool
- ▶ Bidirectional data flow capabilities connected to all activities in the OM journey

END-TO-END ORDER MANAGEMENT



Order Capture

Captures order at any customer touchpoint and seamlessly integrates the information with supply chain, fulfillment and billing system. It also records subscriber details and their product choices.

Order Decomposition

Decomposes main customer order into multiple small executable sub-orders and validates the order.

Order Orchestration

Orchestrates the order by providing the sequence and other important information. Service and resource provisioning based on order decomposition.

Order Fulfillment Support

Fulfills right order at the right time to the right customer. Provides order status, post-sale support services, automated field visits, resolves issues etc.

Order Fallout Management

Manages order fallout through agent queues and follows-up till closure. Monitors SLAs for order completion.

Want to know more about Order Capture Engine? Schedule a free demo today!

Reach us at befutureready@techmahindra.com

ABOUT TECH MAHINDRA

Tech Mahindra represents the connected world, offering innovative and customer-centric information technology services and solutions, enabling Enterprises, Associates and the Society to Rise™. We are a USD 4.7 billion company with 115,200+ professionals across 90 countries, helping over 903 global customers including Fortune 500 companies. Our innovation platforms and reusable assets connect across a number of technologies to deliver tangible business value to our stakeholders. Tech Mahindra is also amongst the Fab 50 companies in Asia as per the Forbes 2016 List.

We are part of the USD 19 billion Mahindra Group that employs more than 200,000 people in over 100 countries. The Group operates in the key industries that drive economic growth, enjoying a leadership position in tractors, utility vehicles, after-market, information technology and vacation ownership.

ABOUT BE. TECH MAHINDRA CONSULTING

We are the Business Excellence team, Tech Mahindra's consulting unit. We help clients achieve business objectives in the digital era

- We work with clients to develop and implement digital transformation strategies that impact their products and business models
- We help our clients transform their operations and processes in line with this strategy
- We also help them build a key enabler for achieving these objectives: agility and automation in the technology function
- Our program and change management services ensure on-track implementation of the various transformation initiatives

All of these services are underpinned by proven methodologies, frameworks and tools. These are based on design thinking approaches that ensure stakeholder buy-in at each stage. Our clients find our global experience, collaborative approach, and the ownership we bring to ensure outcomes in every one of our engagements, as a key differentiator.

