

SUCCESS CASE

Contract management & Provisioning



Industry:

Telecommunications

Summary:

With Apia Vivo achieved the systematization of the provision of the company services, defining processes to accompany the contracts management and their subsequent provisioning.

Benefits:

• Speed up the tasks

Apia activates new tasks when the previous are finishing. The managers are notified about their functions without intermediations.

• Reducing the time

The control made by Apia, force the users to execute all the actions they have to. The whole process is done with more efficiency. The clients receive the services that are specified on the contract in the minimum time possible.

• Increase of productivity

Less time is used on the tasks, so the users can take other actions.

• Control

The whole process is controlled, if some problem appears, the user that has to solve it is notified.

Embratel incorporates Apia into its management activities with the purpose of solving its problems regarding Contract Managing and Provisioning of all its services. This company offers complete solutions of telecommunication for the whole Brazilian market, including local phone calls, domestic long distance and international calls, data transference, satellite connection, services on Internet, etc.

PROBLEM

This company runs the sales through contracts. These establish and certify the service that the client is going to receive. On the point of sale, the client makes an order of the service he wants to receive. The salesman receives the order and signs the action. The salesman sells all kind of services on the same shop and from time to time send all the requests from the clients to the supplying system.

These contracts can include more than one service and they are gathered on the Order Entry, the link between the order and the supplier.

The problem is that it is not known exactly when the contracts will reach the Order Entry. Once it receives them, it has to send them to Provisioning. On this stage the operators have to request all the tasks that have to be executed in order to give the ordered service. Once again, there isn't a control over the time that takes to make the requests and execute the orders.

The whole procedure is made through written orders that travel from one place to another, with the risk of disappearing, being delayed, etc.

Once the order is completed it is send to the client and they let the sales department know that they can start charging for the service.

This whole process involves a lot of time and people. There isn't a control over the tasks or over the time that takes the execution of the contracts.

The application of Apia allows the company to offer their clients the new products that are launched through the marketing area in a record time, giving them the chance to reach before other competitors. The project was developed during 2005 and the first months of 2006, and reached thousands of users on different regions of the country.

SOLUTION

The aim of the project was to systematize the services offered by the company, defining the processes to follow the management of the contracts and their subsequent supply.

Along with Apia were developed three modules that interact between them and are communicated with other systems in order to achieve a complete management of all the services that the company offers. The functionality of each of the modules is well differentiated and is essential to achieve the goal of this application.

Each service or product that the company has in its gamut of offers has its own definition and it's kept inside Apia as a company, with its own configuration and information to be supplied. These services and products have defined the clauses of the contracts that will be created automatically.

GUC is the module which function is the Management of the Contract, a system formed essentially by processes, which represents the actions taken by the user. It uses the process of request to create the contract automatically depending on the services or products that are selected by the client and its characteristics, for example, speed, redundancy, etc. The contract represents the evolution of the request, at which is attached the legal document printed.

Once the contract is completed the information is sent to the second module, Order Entry, which divides the contract in different orders of supply. The orders are administrated and this module communicates with the systems of the company related to registration and stock, to keep updated the other systems that already exists

The third module, ABT, is in charge of managing the process of supply of the different services. The processes need to activate, to be disabled, block and unblock the different services and products provided by the company, were developed. This module receives the request from the Order Entry and when the action asked is finished, it notifies immediately that the request is completed.

Apia monitors the whole flow. It keeps an automatic control of all the tasks that are involved in the work process. When an action is delayed or is waiting to be managed, Apia warn the user that is interested on the situation, avoiding problems with the supply of services, in order the client receives them in the minimum time.

Every time a new contract is created, Apia makes an exhaustive continuation of all the tasks, and it's completed once the user has the service activated and the charging begins.

It also adds control over the contracts. The situation is digitalized; generating automatically a database that makes easier and faster to obtain and supervise the data.