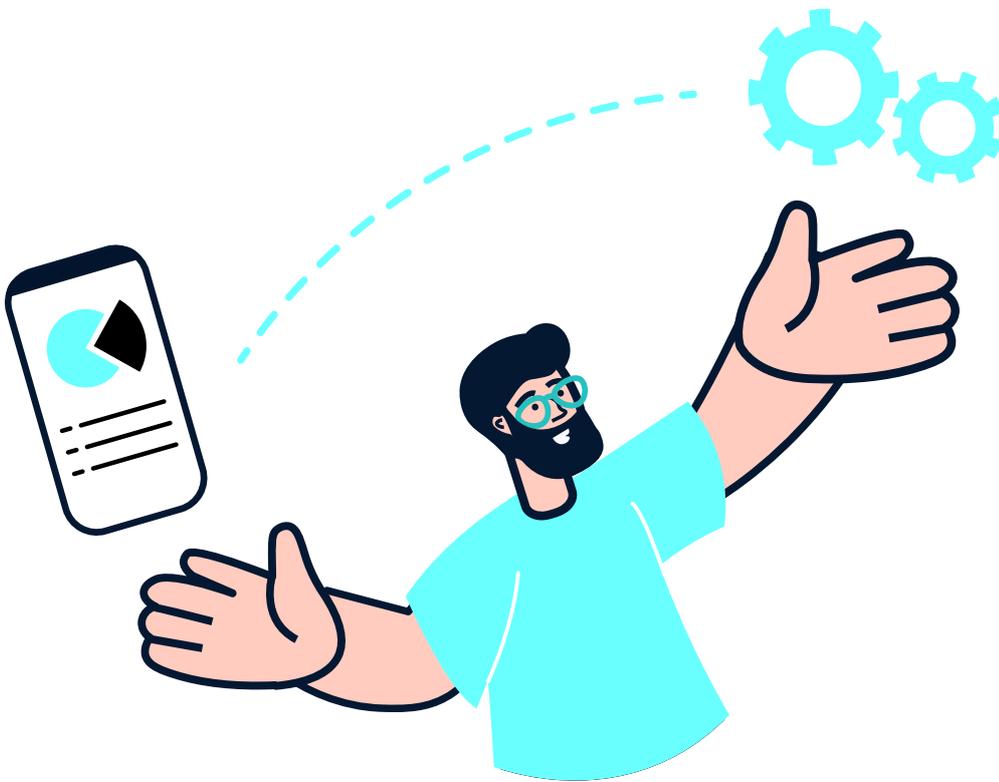


Accelerate Order-to-Service
and Time-to-Revenue

with zero-touch
**Service Order
Manager**





How do we provide excellent service through Service Order Manager?

Why are some CSPs unable to provide excellent service that is profitable for the company and flawless for the consumers? The reason is simple. It is due to minor glitches in the systems, such as failing to track service history, customer data, or order details. This translates into losing crucial data to be able to create correct invoices or to increase the profit of a company. **Is your company looking towards automation and being able to organise its service processes?** Then, Alvatross' Order Manager Platform might be the solution you did not know you were looking for.

Alvatross' Order Management (OM) system is a multi-service, agnostic, and catalogue driven platform that

complex bundles that can be decomposed into specific manual or automatic tasks. It is built upon the latest technological advances in the market, and it supports a wide range of services and actions.

We are also **compliant with the TM Forum specifications**. Hence, our clients can rest assured that all our products follow the latest industry standards (including our Order Management platform). This way we can ease the integration and scalability for our customers' systems while preventing vendor lock-in. Also, thanks to our **user-friendly display**, all members of any organisation (even non-specialised profiles) will be able to easily adapt and use this new platform.

How does our system work from the CSP side?

The OM process covers **the entire end-to-end order management cycle**. It goes from the customer's first request to the delivery of the requested service. As mentioned above, the OM depends on the specifications previously set and configured in the catalogue.

Regardless of the technology used, Alvatross OM should support multiple tasks like creating and starting orders, modifying orders, cancelling orders, suspending orders, resuming orders, and tracking order progress. Yet, its main responsibility is to decompose each offer into individual tasks to track the entire process of service activation. These tasks can be automatic or manual, which can be configured and set by the customer.

Automatic Tasks

As mentioned above, our clients can configure their own automatic tasks. Opposite to manual tasks, automatic tasks usually are those real-time network provisioning operations that do not require human intervention. The typical automatic tasks are mobile service provisioning, network resource reservation, services update, or sending notifications to the CSP's users (through email, SMS).

Driving as much automation as possible into your OM processes is proving to have **tangible real-world benefits**. These benefits are visible from a customer experience perspective and from an operational point of view. Furthermore, the automation of the CSP's network resource processes translates into fewer manual operations, keeping all information in the different OSS systems in sync.

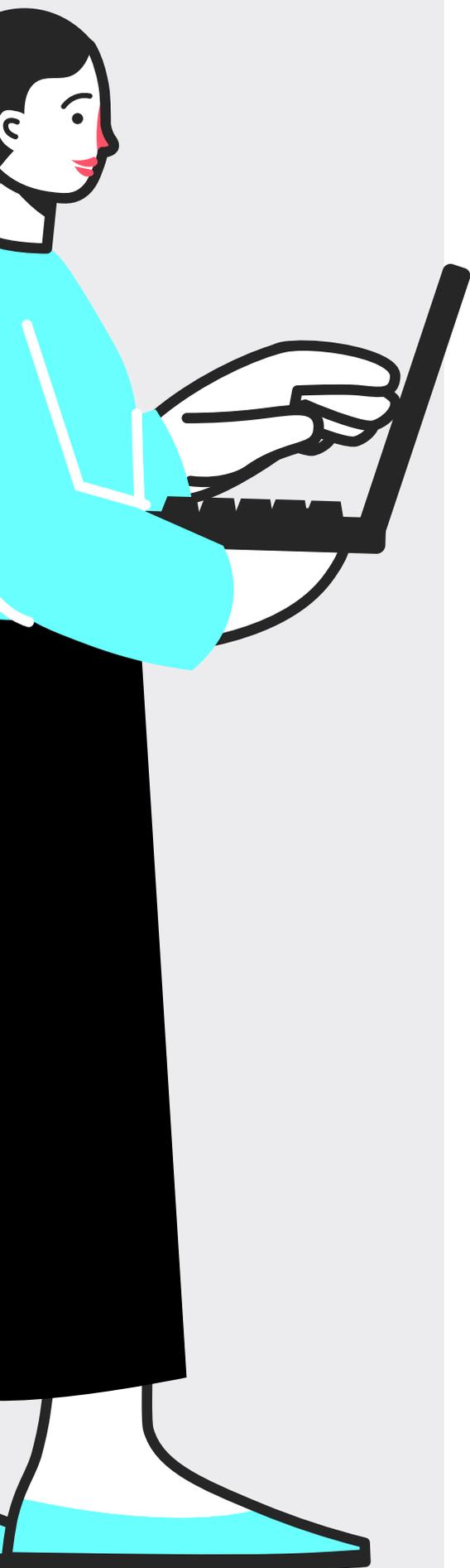


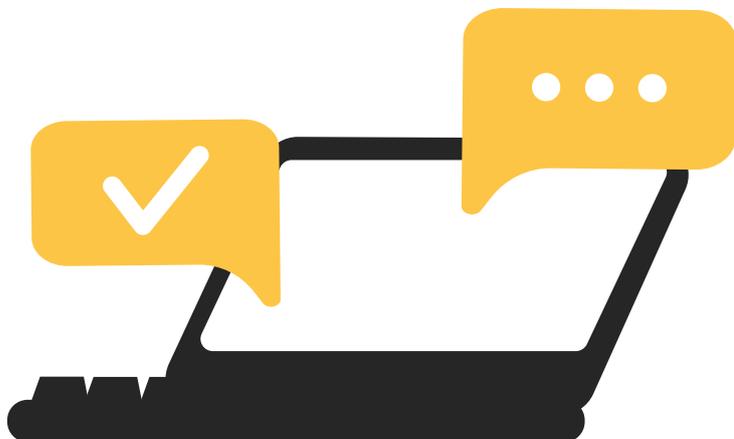
Manual Tasks

Manual tasks normally refer to work orders that require human intervention. The few manual tasks that are not automated include all site surveys, feasibility checks, on-premise installation, etc. All these manual tasks can be operated through our OM platform. Among our latest updates, our **manual task management web portal and mobile app** enable the assignment, supervision and execution of manual tasks related to technical operations.

The OSS Workforce Portal manages the workflow of these manual tasks. With this, we can check reports and validate all the tasks. First, our Order Management approves qualification and provides results with a detailed report of the necessary manual tasks. Once everything is approved, the company's technicians can start the manual installation. As an extra, we have also added an **SLA option in case of delays**, so the responsible person receives reminders through email.

Our newly designed '**Contractors App**' (mobile app) is the platform that technicians can use to guide **their manual operations**. In this app, they will see their to-do list with all the pending manual tasks for the on-premise installation of systems. As part of this execution, **technicians can take different actions** like filling in forms with data measurements, uploading pictures of the installation, scanning barcodes or QR codes of the installed devices, etc. All this information is returned to the OM at the end of the manual task execution. Once it is checked, saved, and associated to a specific provisioning order, Alvatross' OM can also forward all this information to the BSS system, depending on the client's requirements.





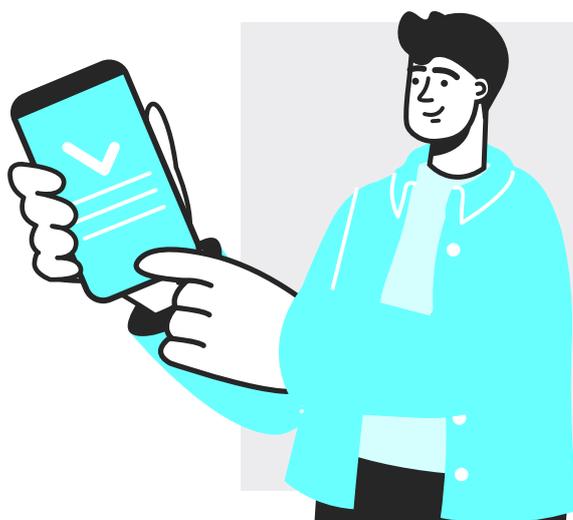
Other functionalities

Our interface can also **coordinate wholesale and retail relationships**. To do so, it ensures correct set-up and activation of the subsequent selling of offers, which can be invoiced in the product and service inventories of the customer. Our platform breaks down each offering into individual services and follows their activation process, performing quality checks of the data (validation, etc.).

Apart from providing support to the fulfilment of all kinds of product orders, the **OM also runs technical service orders**.

Alvatross' platform supports feasibility checks before the ordering takes place. This feasibility establishes whether the necessary resources are available at each service address or not. For instance, the availability of IPs, emails, or certain network technologies and capacities.

Another of our Order Management's most notable features is its rapid response to incidents. If there is a failure at any of the different provisioning stages, our platform connects to a **fallout system**. This is a platform attached to our OM system through which it is **possible to manage and solve any non-automatable error**. Moreover, we also incorporate **automatic remediation actions** for repetitive error conditions. Thus, we can facilitate the work of our customers by providing a clear view of the history of all errors detected on a single dash-board.



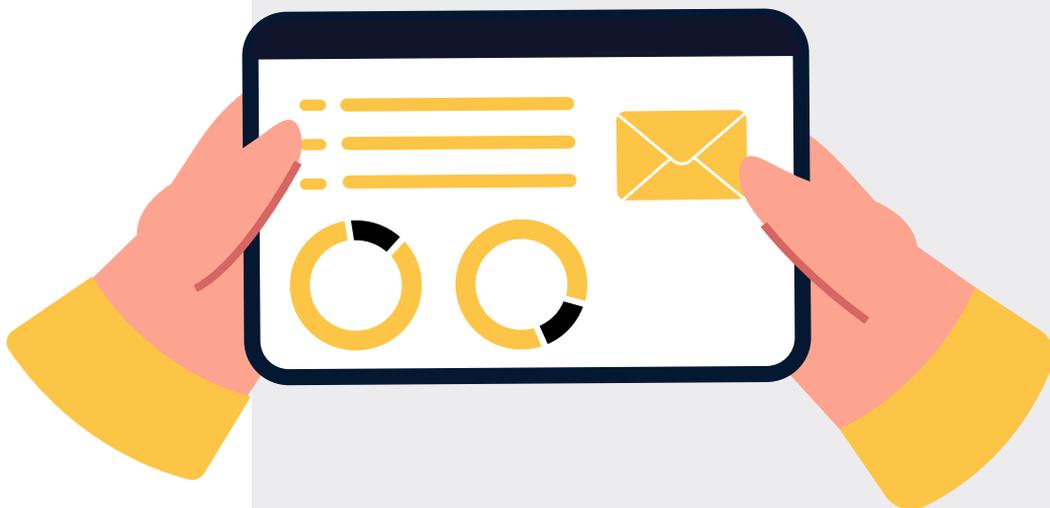
How does it work from the customer side?

To create a new order, there must be a relationship between the consumer and the service provider. An example to illustrate this relationship would be in a context where a customer creates a new subscription to a service through a contract with the CSP.

The first step would be for the **customer to place the order** through the BSS system, which subsequently sends the order to our OSS. After it is built and all the required details are gathered in the order details, the platform will submit this order for its processing. Once the service provider receives the new order, it analyses it. At this

point, the service provider has the option to accept or reject the offer for different reasons. In either case, **the client will receive a notification** sent by the BSS through their preferred contact method (SMS, email).

The order manager process will end the moment the **order is completed, failed, or rejected**. In the latter case, the customer will have the option to restart the order. And, in any case, the customer will always be updated through notifications sent by the BSS to know whether they can enjoy their new subscribed service or there is an issue that needs their attention.

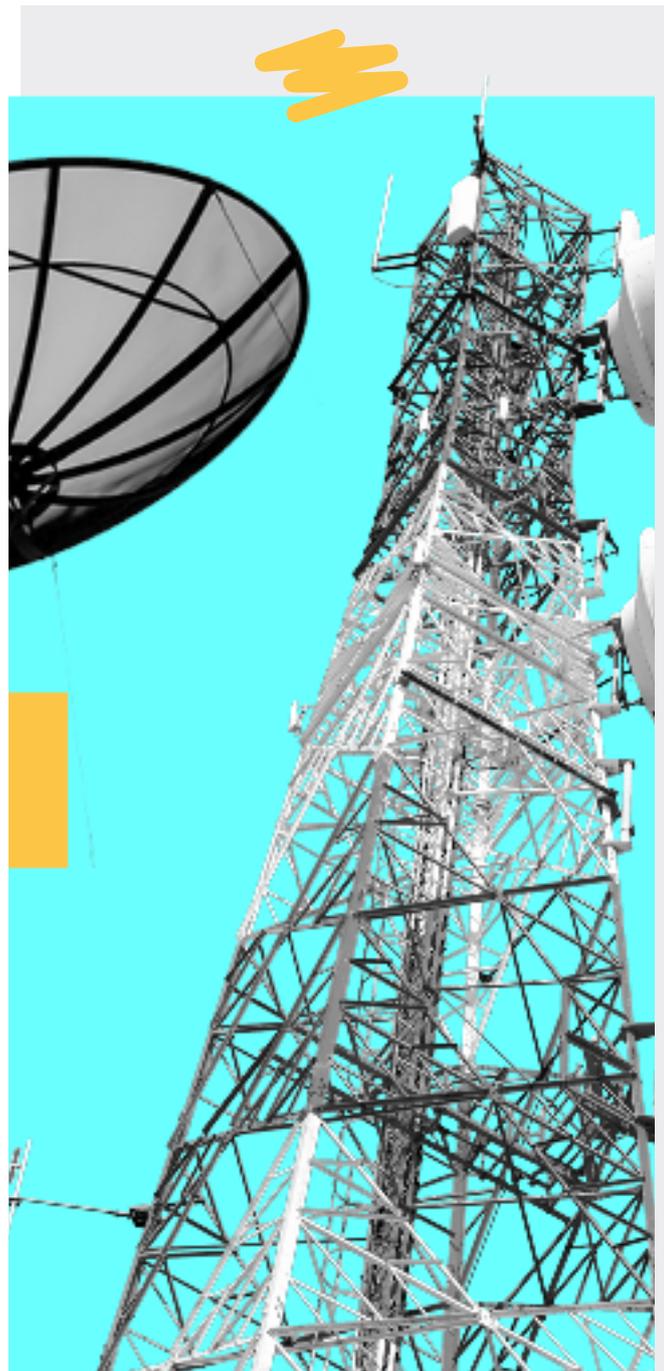


In short

The main purpose of adding this kind of technology into your business model is to **provide faster time-to-market and automation.**

Orchestration of BSS and OSS is critical for operators to move forward in the era of 5G and edge services. Transformation starts at the network level, and that's why we see a variety of different services coming to the forefront of service providers: services like our Order Manager, a smart solution for CSPs to manage their order processes and stay abreast of technological advances.

Alvatross and Satec have **experience in paving the way for CSPs to transform their legacy systems to help them innovate.** If you want to learn more about the advantages of using Open APIs click [here](#). And if you would like to hear more about our Order Management, do not hesitate to contact us. Our team will be happy to help you and provide you with all the extra information you need.



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