

Order Orchestration and Management with Tapestry

Benefits

CGI delivers true enterprise order orchestration—the essential ability to manage services seamlessly across sales channels, product lines, and organizational boundaries.

- Reduce costs by automating the order orchestration processes and optimizing order fulfillment
- Coordinate and track convergent order activities across multiple B/OSS environments
- Eliminate order fallout by providing reliable status information and enabling order validation, automated provisioning, and automated error correction
- Provide critical business intelligence through the use of real-time reporting and dashboards
- Improve customer service by providing accurate, real-time account and order status by consolidating information from multiple data sources, including internal and partner systems
- Cut deployment time and costs by leveraging a modern SOA architecture that simplifies integration with existing B/OSS systems
- Speed time to market and empower business users by enabling changes to the system without the need for IT experts and code changes
- Control change management costs and complexity through integrated version control and automated data migration

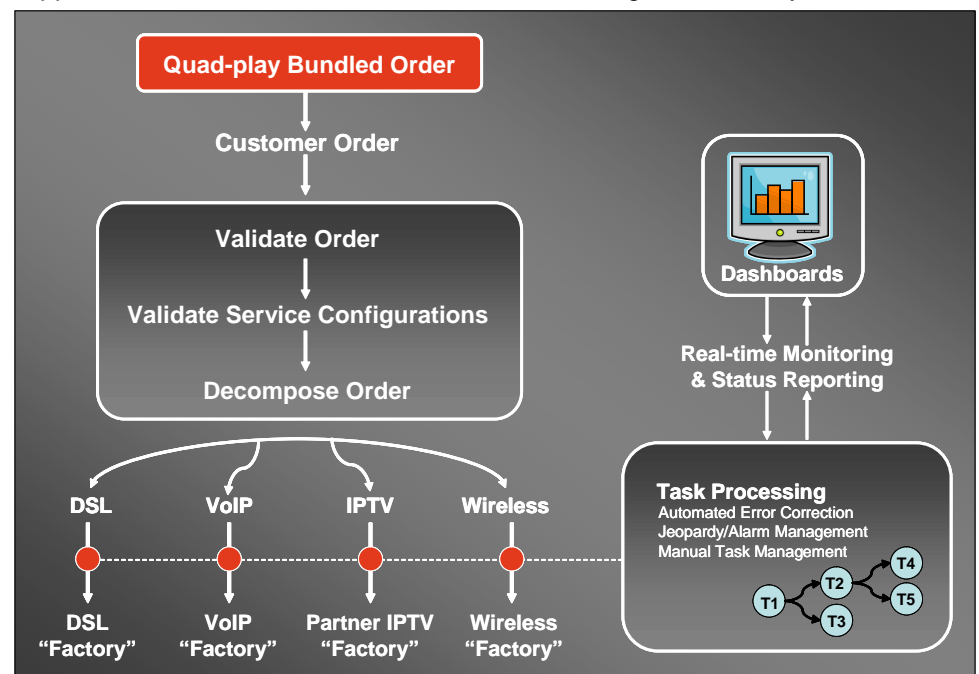
MEETING TODAY'S COMPLEX ORDER ORCHESTRATION CHALLENGES

Supporting convergent services in today's market is a competitive necessity—supporting them efficiently is a competitive differentiator. With the rapid growth of bundled offers, ever-expanding marketing channels, and increasingly complex provisioning and activations environments, many providers are plagued by inefficient order orchestration processes. This causes everything from increasing order fallout and manual processing to fines and penalties. Revenues suffer because of product delays, increased quote-to-cash intervals, and customer dissatisfaction.

You need a flexible, unifying solution with state-of-the-art strategies and tools that leverages existing systems to dramatically streamline the entire order orchestration process.

Tapestry®—CGI's full suite of convergent applications for billing and order orchestration—delivers this solution. The Order Management offering provides comprehensive orchestration processes and business rules to consolidate the provisioning of bundled voice, data and content products across multiple networks and systems. Designed to accommodate your changing business needs, this offering cuts across enterprise boundaries, enabling providers to jointly offer and seamlessly provision products with their partners and reduce order fallout.

The system provides real-time business intelligence through a set of baseline and custom dashboards and reports. These dashboards supply key metrics to support tracking of critical data. The baseline business intelligence is configurable to allow the creation of custom reports to meet your specific needs. This improves decision support, minimizes downtime and allows a more insightful view of your business.



KEY FEATURES OF ORDER ORCHESTRATION

Convergent

Tapestry centrally manages multiple services and products for each customer order. It seamlessly integrates with all order entry, activation and other order orchestration systems across an enterprise-wide product suite, offering a powerful hedge against fallout by delivering reliable provisioning—even in the most complex legacy environments.

Robust process definition capabilities

With a full-featured process definition management engine and a modern, drag-and-drop design GUI, the system supports complex coordination of both manual and automated tasks. Your business users create and edit reusable processing templates graphically. They may define dependencies between processes, execute different processes in parallel process and define conditional activities based on the attributes of the service configuration. The system includes advanced features specifically designed to address common order orchestration challenges, such as bundling of activities that should occur only once per order, such as shipping, and intelligent, automatic roll-back and undo activities if an order changes.

Intelligent order validation

Tapestry improves order flow-through with sophisticated order validation capabilities to ensure that valid information is used to drive the entire ordering process. Your business users define and manage the validation rules in a centralized repository. All orders are automatically validated and corrected per these rules, ensuring consistent, high-quality information and reducing the need for manual order intervention. When order cancellation or rollback occurs, the system intelligently backs out an entire process or a portion of the process, minimizing manual intervention.

Alarm logic and error correction

Tapestry enables an environment of continuous process improvement to reduce the overall cost associated with order fallout. User-defined alarms alert staff as soon as an order fails, allowing immediate problem resolution. As common errors are identified, business users can define business rules to automatically correct the errors. Error correction capabilities range from simple setting of missing data to sophisticated algorithms and external application inquiries. These auto-correction features resolve expensive, time-consuming problems that would otherwise require manual handling.

Business intelligence

Tapestry delivers more than just improved front-line service—it provides essential management intelligence through integrated real-time, web-enabled dashboards and reports. Managers can access standard and custom reports to review current order and system performance information. Dashboards can be configured to monitor your key performance indicators, such as SLAs and progress of tasks. With this, you can identify bottlenecks, key sources of fallout, problems with interfacing provisioning systems and other applications and areas where additional resources are needed. These process analytics enable improved decision support, minimized downtime and improved customer service, driving process optimization throughout the enterprise.

Web-enabled

Our powerful, easy-to-use web interface also enables service representatives to view order status, access and update order information, monitor alarms and modify order processing—all in real time. Technicians can monitor work queues and view and update task assignments.

Integrated version control

The system includes integrated change management/version control. This enables merging, removing and packaging of all changes across multiple baselines and allows you to easily coordinate changes made by multiple users. Configuration changes can be migrated between system environments using this feature.

MODULAR COMPONENTS

Tapestry is a full suite of convergent applications for billing and order management and can be implemented as a full solution—covering all aspects of rating, billing and order management—or through the selection of specialized components. The Order Management offering consists of three Tapestry modules that include the following features:

Service Manager—an order orchestration solution

CGI created the Service Manager module to respond to today's intricate order management challenges. It enables comprehensive order orchestration processes and business rules that are easily modified to accommodate your changing business needs. Dynamic order orchestration consolidates provisioning of bundled voice, data and content products across multiple sales channels, networks and provisioning systems. It can even cross enterprise boundaries to enable providers to jointly offer and seamlessly provision products with their partners. In addition to automating order orchestration processes, Service Manager automatically corrects errors—boosting profits by reducing order fallout and increasing “quote-to-cash” performance.

Delivering more than just improved front-line service, Service Manager provides order management intelligence via web-based dashboards—providing service representatives and managers the tools they need to efficiently manage operations.

Product Portfolio—a single point for all product and price plan maintenance

The Product Portfolio module is a graphical entry point for all product and pricing information. This object-oriented and rules-based module enables you to offer truly convergent packages by bundling any combination of communications services. Product Portfolio enables you to introduce product, service and pricing options rapidly—reducing time to market and bridging the traditional gap between customer care and billing. Product Portfolio can serve as the basis for a central, synchronized catalog for your entire corporate product base.

Alternatively, the API set also allows Product Portfolio to accept data from alternate master product catalogs.

Order Acquisition Manager—a highly configurable order and account management system

The Order Acquisition Manager module was designed with the belief that software should be a tool that matches the needs of your business rather than forcing your business to adapt to arbitrary requirements. This highly configurable web-based application supports order and account management out-of-the-box and can be rapidly configured in your environment to fit your specific business requirements. Order Acquisition Manager stores customer information in a central repository allowing for an integrated, real-time view of your customers. It provides an unprecedented level of flexibility and configurability, allowing you to quickly implement an interface look and feel and underlying data model tailored to your specific needs. Using the latest Web 2.0 technologies, CGI's solution supports advanced configuration features like the dynamic generation of screens, custom business rule definition and the plug-in of external web services to implement your pre-order processes. The application's highly configurable nature dramatically cuts down initial deployment time and costs, while delivering a personalized end-user experience.

TECHNICAL FEATURES

CGI's Tapestry solution is engineered on modern architecture principles and best-in-class technologies. A layered architecture enables a subject matter expert, rather than a programmer, to define the business logic. Advanced interfacing capabilities, including out-of-the-box support for web services and SOA, enable fast integration and interfacing to modern systems at the right level when needed.

Key features:

- N-tier architecture
- Scalability
- Load balancing
- High availability
- Open database
- COTS product
- Process management
- Configurable logging framework
- Reporting and dashboards
- Database purging/archiving
- Mass transaction framework
- Internationalization
- Web services/SOA-compliant API framework
- Full 64-bit architecture
- TMForum's IPDR Compliant™

CORPORATE PROFILE

At CGI, we're in the business of satisfying clients. For more than 30 years, we've operated upon the principles of sharing in clients' challenges and delivering quality services to address them.

A leading IT and business process services provider, CGI has approximately 25,000 professionals operating in 100+ offices worldwide, giving us close proximity to our clients. Through these offices, we offer local partnerships and a balanced blend of global delivery options to ensure that clients receive the combination of value and expertise they require.

CGI defines success by exceeding clients' expectations and helping them achieve superior performance.

IPCentricity™ helps you be remarkable

IPCentricity is CGI's foundation for the future of the communications and media industry born out of our passion in helping our customers realize the benefits of an all IP network. We offer extensive experience, capabilities and products, like Tapestry, to help service providers move into the world of IP-centric technologies and realize the tremendous benefits it promises.

CGI works side-by-side with our clients to tailor and launch their differentiating service offerings and help them be remarkable. Contact us to learn how you can benefit from IPCentricity. For more information, contact your CGI representative, email ipcentricity@cgi.com or visit www.cgi.com/ipcentricity.



Tapestry®— CGI's modular rating, billing and order orchestration solution

Technology convergence has brought promising business opportunities to industries of all kinds. The ability of communication service providers to offer triple- and quadruple-play offerings—the combination of fixed, mobile, Internet and television—can drive customer preference and profitability. Yet aging infrastructures and cultural hurdles remain, resulting in an inability to take full advantage of this digital opportunity.

With Tapestry®, CGI's suite of convergent applications covering rating, billing and order orchestration, service providers can support back-end operations that drive convergence—without costly investments. Scalable, flexible and proven, Tapestry easily integrates with existing solutions and promotes the rapid introduction of products and services through the use of multiple flexible frameworks, allowing business users to add changes to the system without the need for IT experts and code changes. Implemented as a full solution or through the selection of applicable modules, the Tapestry solution can be tailored for particular needs. Tapestry also offers product solutions that are designed to support specific functions.

For more information, go to www.cgi.com/tapestry.

IPDR COMPLIANT™

Certified since 2002, Tapestry actively supports the Internet Protocol Data Record (IPDR) standard. This common standard ensures that support systems underlying next-generation networks such as packet cable, wireless LANs, 3G mobile and voice-over IP all speak the same language for usage measurement, accounting, billing, service-level monitoring and settlement. Achieving this standard means that Tapestry ensures interoperability between products from participating companies, enabling "plug-and-play" support for next-generation services within a multi-vendor implementation. For more information on the IPDR organization, visit www.IPDR.org.

