

PROGRESS[®] COMMUNICATIONS ORDER MANAGEMENT SOLUTION

OVERVIEW

How can Communications Service Providers (CSPs) have end-to-end visibility to their customer's service provisioning and fulfillment orders? How can they rapidly launch new services offerings? And with challenges like ongoing in-flight order changes and order exceptions how can they manage the customer experience and expectations?

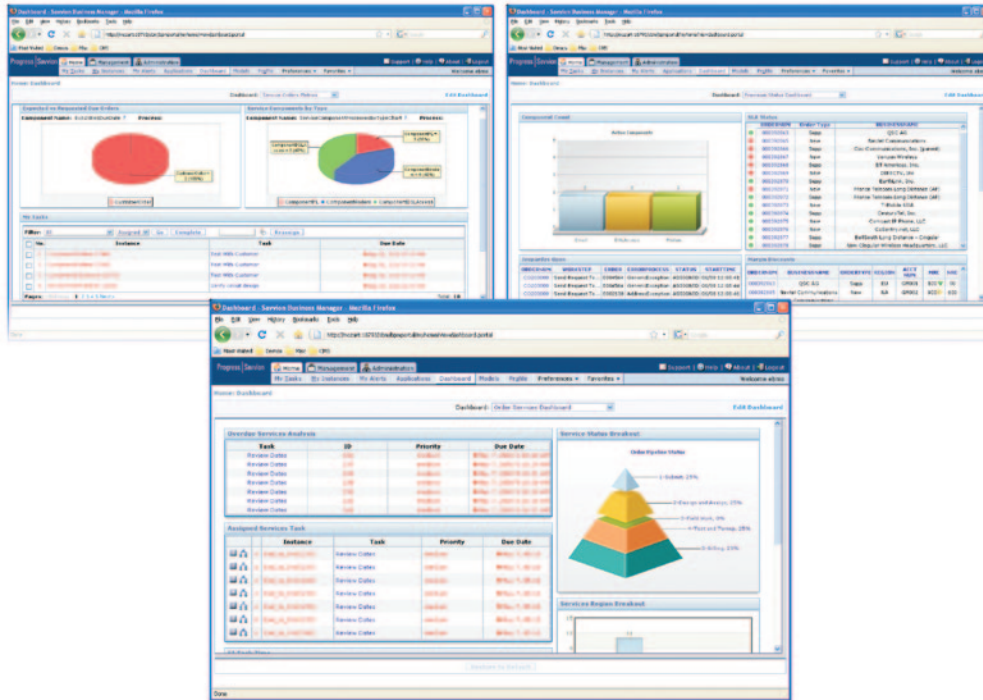
The answer is with the Progress[®] Communications Order Management Solution (COM Solution). This is a carrier-grade solution to orchestrate the service provisioning and fulfillment activities of customer orders for the communications industry. It supports new service orders, MACD (move, add, change, and disconnect) orders, and revision/supplement orders for multiple bundled service offerings.

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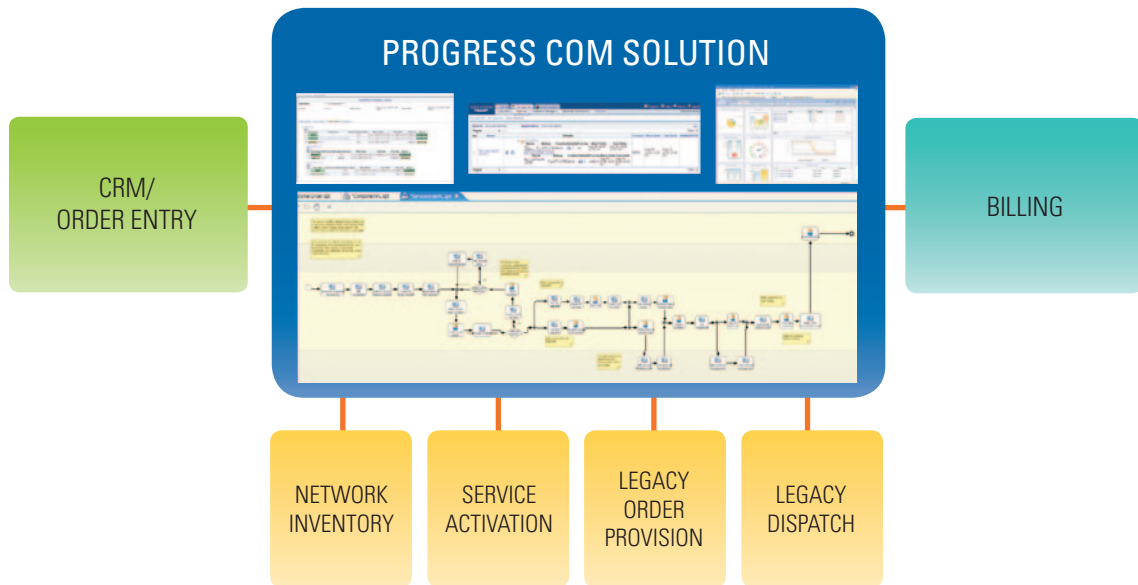


PROGRESS COM SOLUTION WITHIN THE OSS/BSS ARCHITECTURE

As part of a communications service provider's OSS/BSS architecture, Progress COM Solution easily integrates with the service provider's CRM / order entry system and all the downstream systems involved in the provisioning and fulfillment of customers' service requests, including network inventory, service activation, and billing systems as well as legacy order provisioning and dispatch systems. Progress COM Solution adjusts to the unique environment of a CSP's OSS/BSS infrastructure, integrating with both COTS (commercial off-the-shelf) packages and legacy systems. Progress COM Solution can support a service-oriented architecture (SOA) environment as the business orchestration layer or can act as the business service binding layer across multiple legacy order and provisioning systems.

COMMUNICATION SERVICE PROVIDER'S OSS/BSS ARCHITECTURE

Progress COM Solution integrates with the CRM /order entry system at the product hierarchy level, aligning each service product hierarchy level or line item to a process hierarchy level. This allows the service order process to align with the service product primary line item in a CRM system order, and service component processes to align to the secondary line item, and so on.



SOLUTION ARCHITECTURE AND PROCESS HIERARCHY

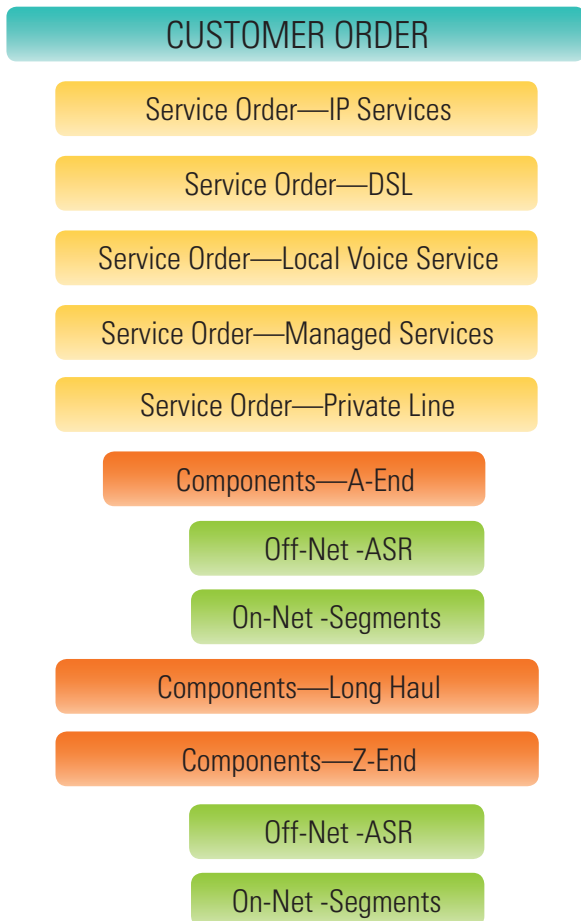
Progress COM Solution is designed to align to the eTOM (enhanced Telecom Operations Map) framework. Progress COM Solution is composed of a multi-hierarchy process structure that allows for multiple parallel processes to execute concurrently, supporting fulfillment and provisioning of multiple product offerings. The multiple process layers can align to the product structure within the CRM/order entry system. The decomposition of the order data such as customer orders to service orders, service orders to service components, and so on allows separate sub-processes to support the Customer Management Layer, Service Management Layer, Resource Management Layer, and Supplier/Partner Management Layer activities within the eTOM framework.

This multi-hierarchy process model supports any product/service offering of a CSP with the flexibility to align to the specific processes of its operational environment and easily integrates with other OSS/BSS vendor products and the legacy systems within the OSS/BSS ecosystem.

The following illustration is an example of the process hierarchy structure for the support of transport services (provisioning and fulfillment of a private line data circuit) along with its interaction within the eTOM framework.

ORDER HIERARCHY STRUCTURE SUB-PROCESS

In this example, the customer order process is initiated once the order is submitted from the CRM/order entry system. The order is decomposed into the one or many service order processes, which are initiated from the customer order process and are executed independently, providing status back to the CRM system along the process.

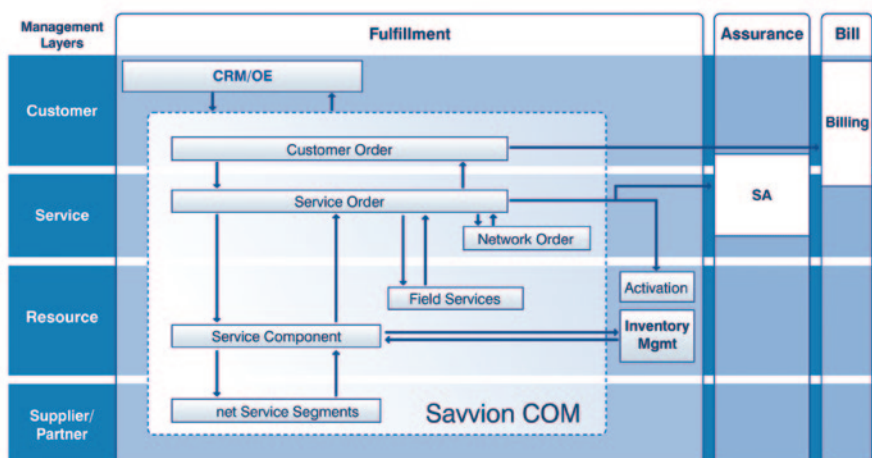


The service order process initiates the service component processes for managing the A-End, Z-End and Long Haul work activities as well as initiating field service sub-process whenever a field technician is needed to install or test equipment. The service order process triggers a network order if there are capacity issues and will update the billing start date to the billing system and the service view to the service assurance system.

The service component processes initiate the service segment process for off-net segments to trigger an access service request to other telecom carriers and wait for the design, FAC, and completion confirmation from the other telecom carriers.

This hierarchy model supports revision orders (in-flight changes to processes) and cancel orders as well as an easier implementation of MACD orders (move, add, change, disconnect) processes. Progress COM Solution also overlays jeopardy and exception handling functionality across all processes within the order hierarchy, sharing relevant order data across processes.

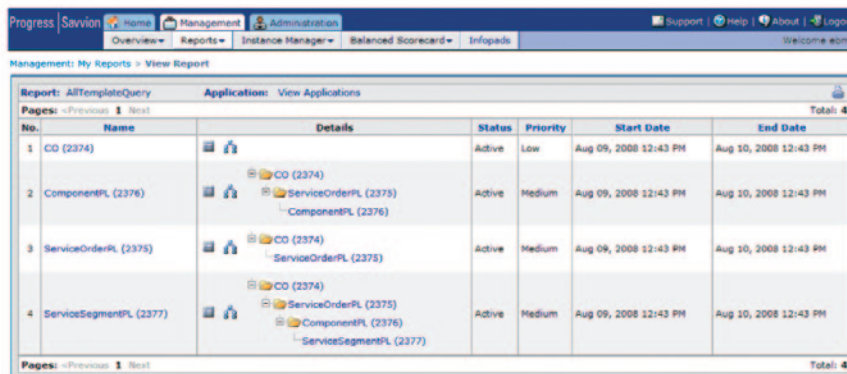
The sub-processes are decoupled from the parent processes through the order decomposition function, running in parallel to the parent process and providing milestone information back to the parent process and to other external system. This allows for the reusability of sub-processes across products/service offerings.



Progress COM within the eTOM Framework: Data Circuit Example

PROGRESS COM SOLUTION FEATURES:

- > **Customer and service hierarchy and order decomposition**—Progress COM Solution supports multi-hierarchy process structures and order decomposition at each process layer, allowing for multi-layer customer and service order hierarchy (such as customer order, service order, service components, service segments, etc). Each layer has a separate order decomposition function, allowing for additional layers to be inserted without breaking and reworking the functionality at the parent hierarchy layers. This also allows new services to be easily added as separate processes that can either use existing service components and service segments or their own new component processes under a common customer order.



The screenshot displays a web application interface for Progress COM Solution. The top navigation bar includes links for Home, Management, Administration, Support, Help, About, and Logout. Below the navigation, there are tabs for Overview, Reports, Instance Manager, Balanced Scorecard, and Info pads. The main content area shows a report titled 'Management: My Reports > View Report'. The report is for 'AllTemplateQuery' and 'Application: View Applications'. It features a table with columns for No., Name, Details, Status, Priority, Start Date, and End Date. The table contains four rows of data, each representing a different service order and its associated components.

No.	Name	Details	Status	Priority	Start Date	End Date
1	CO (2374)	CO (2374)	Active	Low	Aug 09, 2008 12:43 PM	Aug 10, 2008 12:43 PM
2	ComponentPL (2376)	ServiceOrderPL (2375) ComponentPL (2376)	Active	Medium	Aug 09, 2008 12:43 PM	Aug 10, 2008 12:43 PM
3	ServiceOrderPL (2375)	CO (2374) ServiceOrderPL (2375)	Active	Medium	Aug 09, 2008 12:43 PM	Aug 10, 2008 12:43 PM
4	ServiceSegmentPL (2377)	CO (2374) ServiceOrderPL (2375) ComponentPL (2376) ServiceSegmentPL (2377)	Active	Medium	Aug 09, 2008 12:43 PM	Aug 10, 2008 12:43 PM

- > **Supports install, change, and disconnects**—Progress COM Solution supports new service request orders and MACD (move, add, change, disconnect) service orders for multiple bundled service requests. For the MACD service orders, Progress COM table-driven change actions can allow different process tasks to be initiated depending on the type of attribute changes to existing services.
- > **Revision/supplemental orders and in-flight order changes**—The Progress COM Solution supports revision order or data changes to in-flight order processes. It allows for the restart of the service orders and their component processes with table-driven options

to skip, redo, and undo tasks or sub-processes that have already been completed.

- > **Parameter driven assignment routing**—Progress COM Solution supports the assignment of tasks to various sub-groups or sub-queues based on a table-driven set of parameters to facilitate such functions as different regional or organizational groups and segmentations. Progress COM Solution also provides various auto-assigning functions across sub-groups. This feature helps support such functional capabilities as field service management for installations across multiple dispatch offices and skill sets.

The screenshot displays a web browser window with the URL `http://j05e110.adinc.com:18793/ibm/progress/.../task_details.html?task_id=53572`. The main content area shows a task details form for 'ServiceOrderPL#601::Verify Circuit Design'. The form includes an instruction, priority (medium), start date (Tue Aug 19 20:07:09 GMT+05:30 2008), and due date (Tue Aug 19 22:07:09 GMT+05:30 2008). Below this is a table with the following data:

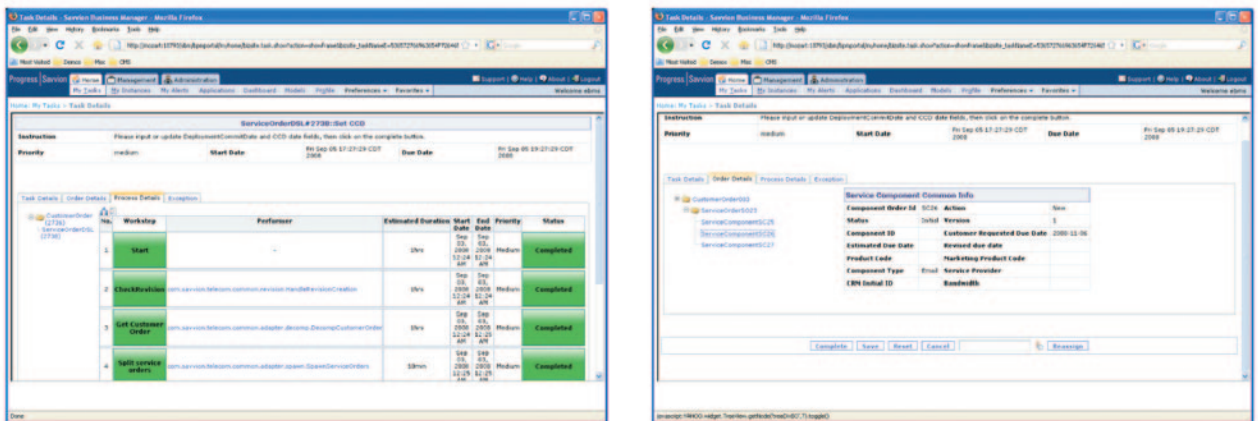
Order Id	Version	Date	Field Name	Old Value	New Value
002	2	06-01-2007	CustomerOrder#002::ServiceOrder#0021::Bandwidth	10mbps	100mbps

Below the table is an 'Order Information' section with fields for Customer Order Id, Customer Order Ver, Customer Names, Customer Requested Date, Service Order Id, and Service Order Ver. A yellow callout box points to the 'Old Value' and 'New Value' columns of the table, containing the text: 'Changed data and original data are reflected for Revision Orders'.

- > **Jeopardy and exception handling**—Progress COM Solution provides jeopardy and exception handling functionality to resolve order task jeopardy codes and other problems. The functionality initiates, tracks the status of, and manages through to resolution, all exception processes needed to resolve business issues within the end-to-end order process. The jeopardy and exception handling function supports both manual triggering of jeopardy codes and triggering through business rules, to initiate either predefined exception processes or dynamically created exception handling processes based on table-driven action paths. The dynamic exception process function allows for the real-time, controlled creation of a

sequence of tasks and concurrent groups of tasks for the resolution of business issues.

- > **Common order task user interface**—Progress COM Solution provides a common user interface framework that presents users with all relevant order details of the complete order, specific task details for the function being performed, process details for the end-to-end visibility of the process hierarchy, as well as triggering the jeopardy and exception handling function. This user interface structure applies against all tasks in the COM Solution, giving a consistent and powerful end-user experience.



- > **Dependency and synchronization across services**—Progress COM Solution supports defining and managing dependencies between tasks that execute across different and independent service processes within a customer order, allowing for synchronization across bundled services with dependent provisioning activities. One example is, establishing dependencies between design tasks for the private line data (transport) service order process, requiring completion before the design task for an IP service order process is initiated, allowing for a bundled IPVPN service offering.

SOLUTION BENEFITS

- > Shortened time-to-market of new products and services
- > Improved customer experience and retention
- > Reduced operating cost and delivery time of service provisioning
- > Ability to support “triple/quad play” bundled service offerings across multiple OSS eco systems
- > End-to-end order visibility
- > Leveraging existing OSS/BSS assets

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PROGRESS SOFTWARE

Progress Software Corporation (NASDAQ: PRGS) is a global software company that enables enterprises to be operationally responsive to changing conditions and customer interactions as they occur. Our goal is to enable our customers to capitalize on new opportunities, drive greater efficiencies, and reduce risk. Progress offers a comprehensive portfolio of best-in-class infrastructure software spanning event-driven visibility and real-time response, open integration, data access and integration, and application development and management—all supporting on-premises and SaaS/cloud deployments. Progress maximizes the benefits of operational responsiveness while minimizing IT complexity and total cost of ownership.

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