



Partner Management Solutions:

Collaborative Order Management

Orders are the lifeblood of any business. But receiving and processing orders from your customers can be expensive. And exchanging orders and provisioning requests with your trading partners—whether you're buying services for resale to your customers, or wholesaling or retailing your services to others—is not only expensive, but subject to long cycle times and errors in handling.

PartnerCommunity's Collaborative Order Management streamlines the process of issuing and receiving service orders, requests for information (RFIs), and requests for quotation (RFQs) between you, your customers and your trading partners. This translates directly into faster response times, greater accuracy, reduced operating costs and greater customer satisfaction. In other words, more profit for your business.

Flexible Support for All Order Methods

Collaborative Order Management provides a comprehensive gateway for order and provisioning transactions. This gateway performs data and protocol translation, enabling you to convert any format used by your customers and trading partners to your own and back again.

Collaborative Order Management provides two interfaces for creating, receiving and processing transactions:

- **Interactive Access:** Orders, RFIs, and RFQs can be created, received, and managed interactively, allowing you to process orders for casual or low-volume partners without setting them up through an integration server.
- **Process Integration:** Process integration provides full, seamless integration between your operational and business support systems and those of your customers and trading partners.

Service providers who want the greatest degree of integration, automation and streamlining typically choose process integration. With this approach, your company employees remain within your own CRM, provisioning and other software applications. Incoming or outgoing orders, RFIs, and RFQs are processed quickly and securely, and show up as though they were entered natively on your own systems.

Complex orders and business processes? Simple.

Collaborative Order Management is a complete solution for the exchange and processing of all types of order and provisioning transactions, from requests for information through orders, acknowledgments, status requests and responses, and cancellation or completion notices. But transaction processing is just the beginning.

Collaborative Order Management uses public processes to provide full business process integration between you, your customers and your trading partners. You can also create private processes that specify what action you would like to take at each designated step in a public process. This gives you complete freedom to process order and provisioning transactions in the way that works best for you.

Collaborative Order Management's comprehensive feature set includes the following:

- A gateway for orders and provisioning transactions
- Web-based order status tracking
- Web-based definition of order templates
- Extraction and logging of order data
- A business process for quotations
- Business processes to convert quotations to orders, create new orders and split transactions, and cancel or query existing orders
- Web services interface for new or cancelled orders, queries, and order responses
- Web services interface for new quotations, queries and quotation responses
- Interfaces to third party order systems
- Order validation based on associated contract(s)
- Creation and distribution of order validation rules

Collaborative Order Management also enables you to selectively share filtered customer profile data with your trading partners before the service is provisioned. This facilitates the rapid provisioning of service, while restricting your partners' access to customer information that you do not wish to share.

Simplify and automate ordering and provisioning processes with your customers and trading partners

And in the fast lane . . .

The portal functionality in Collaborative Order Management can cover most collaborative order and provisioning requirements out of the box. Depending on your business requirements, you can use the interactive access method for immediate business results.

Integration with your existing business systems, as well as those of your customers and trading partners, is done through an implementation project. Our adapter development environment provides flexible technologies for rapid integration with existing business systems and processes. In addition, PartnerCommunity can provide pre-configured electronic-bonding appliances to your customers and trading partners that are packaged for fast, low-cost integration with your system.

PartnerCommunity provides management and integration services through its Professional Services organization for the successful implementation and operation of your Collaborative Order Management software. With PartnerCommunity's Professional Services, you can integrate your business processes and systems with those of your partners in weeks, not months.

Keep your options open with a standards-based architecture.

Collaborative Order Management is built upon PartnerCommunity's state-of-the-art, business-to-business platform, providing native support for XML and other leading technologies. It has also been designed to support the following industry standards:

- NMF 504 - The Network Management Forum's Smart Ordering Service Provider to Service Provider Interface Business Agreement
- TMF 053 - TeleManagement Forum's Next Generation OSS (NGOSS) Architecture Technology Neutral Specification
- Common Interface Model (CIM) Schema - The Distributed Management Task Force's common data model of an implementation-neutral schema for describing overall management information in a network/enterprise environment
- JavaOSS - Java specifications for providing interfaces for creating, querying, updating, and deleting transactions

You're safe with us.

Collaborative Order Management provides tools that ensure you receive all orders and are able to track their status and handling.

You can review a comprehensive list of all service orders, whether issued or received. You can view and search by specific trading partner, by order number or by order status. If you are using interactive access, our Order Wizard makes it easy to enter an accurate order, pulling up information about your trading partners and their services, and prompting for the specific information your partner needs to accept the transaction.

Collaborative Order Management maintains an audit trail on order-related transactions. You can quickly and easily look at the status of an order or provisioning request, whether active, cancelled or closed.

PartnerCommunity's rigorous security methods provide secure transmission and handling of all transactions. We also verify the identity of each and every trading partner and manage digital certificates and authentication.

Collaborative Order Management enables your business to connect with your customers and trading partners in ways that were not previously possible. With Collaborative Order Management, you can increase your revenues, reduce your response times and operating costs, and improve your customer satisfaction ratings.

So what are you waiting for? Check out the possibilities for streamlining your processes and improving your profits today. That's an order.



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