

Reduce Costs and Cycle Time

With an end-to-end system from aMind Solutions, your company can:

- Reduce cost per order
- Simplify order processing
- Reduce cycle time
- Introduce new services, bundles, and offers faster
- Improve productivity
- Improve customer satisfaction
- Increase revenue with improved up-sell and cross-sell capabilities

aMind Solutions Delivers Telecommunications Order Management Success

For an order capture solution that fully addresses the complex order management challenges telecom providers face, turn to aMind Solutions – the experts with deep telecom industry knowledge and Oracle Siebel CRM expertise. Whether your business model is wireline, wireless, data, broadband, or any combination of these, aMind understands the requirements of your industry and how your order capture solution should be designed to successfully support your business needs.

aMind Solutions can rapidly drive measurable business benefits in all types of projects:

- **New deployments** – aMind’s end-to-end solution and domain expertise ensures the lowest costs and highest success rates in the industry
- **Optimize current deployments** – Improve performance and reduce time to introduce new products, features, and bundles
- **Extend and Web-enable current deployments** – aMind’s company leaders built the first Web service Quote and Configurator deployment in 2002 and we’ve been expanding and improving tools and practices ever since
- **Rescue troubled deployments** – aMind’s consultants have helped dozens of troubled projects get back on track through deep domain and technical expertise combined with highly creative outside-the-box solutions

“Engaging aMind has been the best decision we made in deploying our networks order entry solution.”

Level 3
Communications

Telecom-Specific Capabilities

aMind Solutions designs and implements industry-leading order capture, product catalog, and pricing management solutions for communications companies, with integrations to provisioning, billing, and other applications. aMind Solutions can support your specific business requirements:

Wireline

- Service plans and offer modeling
- Service plan and promotional pricing
- Up-sell and cross-sell with seamless transition to service modification processes
- Automated last-mile routing & costing
- Integration with billing and fulfillment

Data Networks

- ATM, Frame Relay, and VPN network modeling
- Customer premise equipment and network connectivity set-up
- Customer network modifications and upgrade processes
- Committed information rate-based pricing
- Partner and reseller order process modeling

Wireless

- Rate plan and offer eligibility
- Rate plan and bundle modeling (phone, plan, and optional services)
- Promotional plans and offer commitment
- Call center and Web self-service processes

Media

- Promotions, offers and bundles
- Equipment and programming management
- Onetime events: pay-per-view modeling and ordering
- Retention offers and price modeling
- Reseller ordering processes

Triple/Quadruple Play

- Pricing and product set-up for wireline, wireless, data, and media bundles



“aMind Solutions took a leadership role in helping us define a project methodology and delivery model that would meet our strategic objectives, fully leverage our COTS software investments, and fit well with our existing software delivery processes.”

- Level 3 Communications

Level 3 Solution

- Configurator
- Pricer
- Fixed & Negotiable Pricing
- Market-Based Pricing
- Network Order Entry
- Network Validation
- Transport Service Modeling
- IP / Data Service Modeling
- Network Location Capabilities
- Last-mile routing and costing
- Network Service Routing
- Quote
- Order
- Asset

Telecommunications Success Story – Level 3® Communications

Level 3 is a leading communications backbone provider with a comprehensive portfolio of network offerings that spans Internet Protocol (IP) services, broadband transport, collocation services, voice services, and enterprise telecommunications solutions. With complex products and configuration processes, Level 3 tried and failed with Siebel Order Management as well as other commercial tools before engaging aMind Solutions.

Business Call to Action

aMind was challenged to help Level 3 accomplish a number of objectives:

- Incorporate the company’s existing offerings plus those of ten acquired companies into a single, streamlined, and integrated offering while fully supporting the diversity of four business units
- Consolidate multiple legacy sales configuration (16), billing (11), and provisioning (12) systems to support flow-through processing
- Dramatically streamline orders that can be standardized (80%), while enabling the other 20% (which deliver 50% of revenue)
- Put price quoting within the hands of the sales representatives, capturing full service details later when the customer buys
- Deliver new market-based pricing strategies, permitting rapid and efficient business-owned price changes, and significant strategy differences between product lines and business units

Methodology

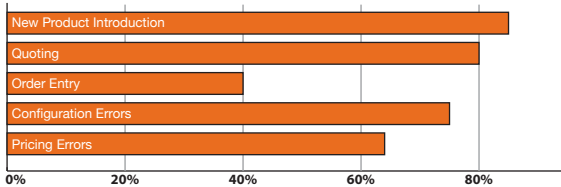
aMind employed its proven methodology to drive requirements and process commonality between different products and business units. The original detailed requirements list had resulted in very high (~80%) gap counts and unacceptable customization cost estimates. Using a “Requirements by Objective” approach to drill down into and clarify business objectives, aMind defined solutions with much lower (~15%) gap counts and customization costs.

Stakeholders gained informed consent/rejection to proposed features and processes using aMind’s rapid, iterative, proof-based methodology, utilizing best practices embedded in the COTS application. A series of increasingly complete conference room pilots (CRP) was essential in achieving solution convergence in the analysis, design, and early development phases. aMind carefully identified and substantiated the correct amount of customization that balances critical business needs with long-term costs of ownership.

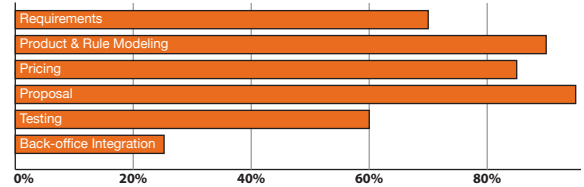
Results

aMind’s analysis, project management, design, and delivery services were instrumental to realizing business benefits beyond the aggressive goals of the project.

Project Savings by Area



New Product Introduction Savings



About aMind Solutions

Founded by former Siebel engineers, architects, and managers who were directly involved in the design and deployment of the Siebel Order Management and Customer Care solutions, aMind Solutions is the market leader in implementation and consulting services for Siebel CRM solutions. Ensuring the successful, cost-effective, and highly-maintainable deployment of end-to-end order capture solutions, aMind Solutions offers unparalleled expertise, leading-edge software solutions, and best-in-class methodologies that have resulted in our clients enjoying a 100% success rate. Visit www.amindsolutions.com for more information.