

Order Provisioning & Fulfillment



▶▶ Fulfill your Orders faultlessly

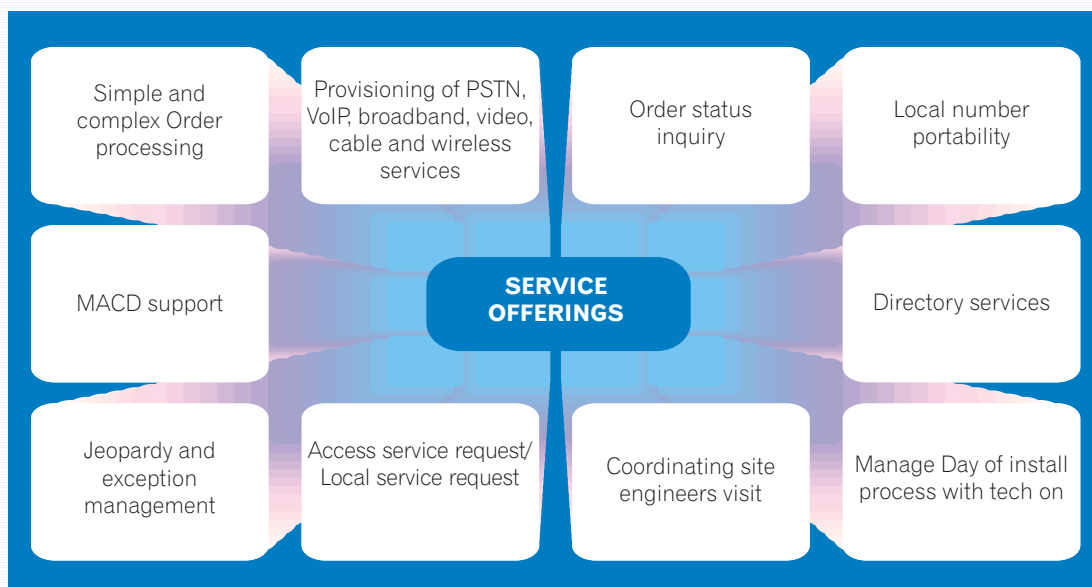
The Telecom industry is hyper-competitive due to factors such as deregulation, fixed mobile substitution, MVNO and VoIP, while convergent services like integrated bundles of voice, data, content and mobility have become the new standard.

Service providers are setting a trend in moving from a network-centric mindset to a customer-centric one in order to maximize customer value. With increasingly competitive pressures it is imperative to adopt a consistent and reliable practice for order fulfillment to ensure customer loyalty and satisfaction at the highest level. With more than 6,500 employees successfully delivering over 50 Telecom processes to global majors, HCL has the credentials to help you face these challenges with end-to-end solutions in service fulfillment.

Challenges

The industry faces a series of challenges such as:

- Legacy systems leading to high manual interruptions and creating multiple ownerships
- Long Order Fulfillment cycle time causing huge backlog of orders; this leads to loss of revenue due to delay in provisioning
- Rise in cancelled orders due to incongruence between sales and service delivery resulting in high customer churn; also the difficulty in managing orders from multiple sales channels
- Increase in competition and triple play which is a huge challenge in gaining market share
- Interaction with various LECs and proprietary systems, increases the TAT if not monitored closely during pre-provisioning



HCL Advantage

- **Largest Indian BPO service provider in Telecom vertical**
- **Strong domain expertise to guide the understanding of the business needs and achieving goals of our Clients**
 - **Clear and complete understanding of the order fulfillment process in the telecom domain – Over 1300 employees handling more than 20 Order Provisioning & Fulfillment**
- **Consistently delivering business impact – Committed savings starting from 2nd year of the engagement**
- **Proven transition methodology – ARMOR™ to attain predictable and consistent results and reach steady state earlier**
- **Technology-led business services and solutions: In-house applications and performance management tools to drive continuous improvement**
- **Working knowledge in handling Client's legacy system**
- **Experience in interacting with major LECs in US**

Business Benefits

- **Reduction in Order processing cycle time which leads to increase in revenues**
- **Consistent high accuracy in Order provisioning**
- **Consistent performance in Order failure reduction resulting in improved customer satisfaction and reduced reprocessing volumes**
- **Increase in end-user satisfaction by reduction in average order completion cycle time**
- **Sharing of best practices based on HCL BPO's experience and knowledge in Telecom Order Fulfillment**
- **Improved capacity and utilization through cross-training advisors across markets and multiple Order types**

Financial Impact

- **Annual savings of USD 400k and additional revenue of USD 300k through various quality and process improvements for a US VoIP major in a provisioning campaign**
- **Process Redesign of an Order processing campaign has increased the customer experience through reduced turnaround time and increased cash flows by GBP 30,000 for a UK Major over a period of one year**

Voice of the Customer

UK based Global 500 Telecom Major

“ We wanted to offer the same level of service to all our customers, regardless of the location of the delivery center. Be it in Noida, Don Caster or New Castle, we wanted the same look and feel. With HCL, we felt confident about the management team. They have the passion to deliver and we wanted a supplier that was free to float and deliver quickly.”



About HCL

HCL Technologies, with \$ 4.8 billion revenue and 55,000 professionals operating in 18 countries, is one of India's leading global IT services companies providing software-led IT solutions, remote infrastructure management and BPO services. HCL's substantial Telecom BPO Practice involves deploying over 6,500 people across 40 processes from 14 centers in India and UK providing significant support to some of the world's largest Telecom Companies. With the capacity and capability to run any process that could be outsourced by telecom service providers, HCL offers transaction processing support, contact management and front office support services across all lines of business ranging from traditional wireline, leading wireless/mobile to Internet Service Providers (ISP) and cable companies.