



Reader ROI

- Fallout in ordering, provisioning, and billing processes results in lost orders and lost revenue.
- New service offerings built upon new technologies may result in greater fallout.
- Immature business process may lead to increased time for diagnosis and resolution.
- The fallout will impact highly watched business metrics.
- Development of next-generation OSS platforms provides a greenfield opportunity to implement a consistent fallout management framework.

Resolving Fallout in Next-Generation OSS

Overview

Service providers recognize that fallout in ordering processes results in lost orders and lost revenue. In most cases, orders are lost “in the cracks” of order management systems—the cracks between ordering, provisioning, fulfillment, activation, and billing. Addressing the problem has been difficult as changes in one aspect of the system affect downstream processes and the legacy platforms on which they depend. However, development of next-generation OSS platforms provides a greenfield opportunity to implement a consistent fallout management framework.

The development of new systems to support new service offerings (e.g., triple play, quadruple play) enable service providers to build in needed system improvements addressing both work processes and the underlying business systems.

Development of next-generation OSS platforms provides a once-in-a-lifetime opportunity to implement a well-defined fallout management strategy. An architecture which addresses fallout management will preclude the need to sift through log files and work flows to find lost orders.

Functions common to work centers

The single most critical component in the strategy to manage fallout is a standardized fallout interface. Effective use of a standardized interface across all OSS applications will minimize the need for custom pair-wise interfaces in the future.

While there is no one automation solution that meets the needs of all the disparate work centers, there is a set of common functions for all centers which ought to be part of the solution. These common functions include:

- Work consolidation
- Work recognition
- Work prioritization and distribution
- Assignment to specialists
- Diagnostics and resolution
- Management dashboard

An effective fallout management solution would automate these functions and provide the ability to view realtime information on workload and work distribution. This would enable managers and supervisors to prioritize the work queue.

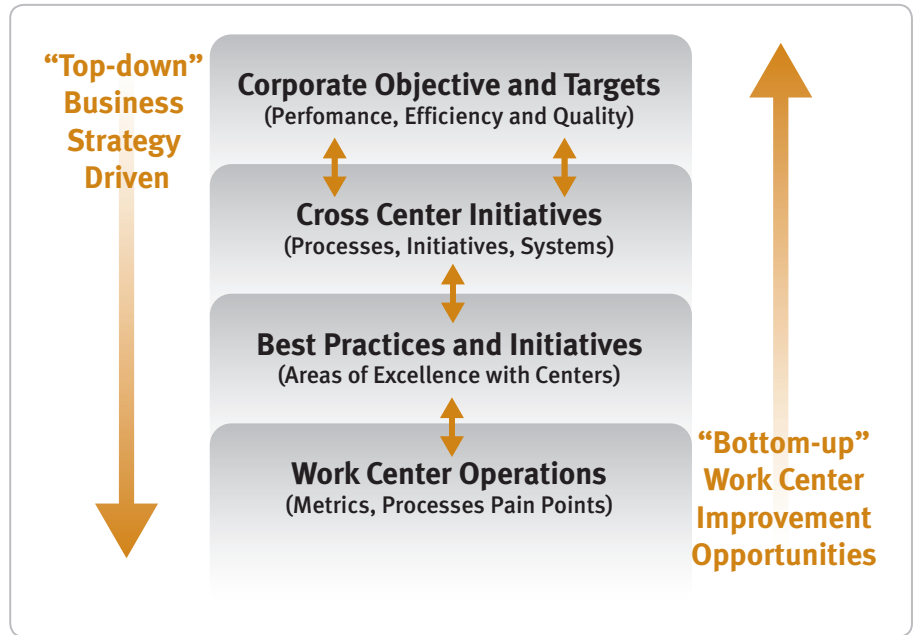
Benefits

A core framework should provide the following:

- Consolidated view of the workloads
- Ability to prioritize distribution to ensure work is routed accurately
- Work assignment to the center specialist, so to as to eliminate “cherry-picking” by the specialists
- A user-friendly interface that reduces time to access and update information to the legacy systems
- Consistent methods and procedures which reflect best practices
- Configurable and extensible framework to implement a customized center management automation solution
- Realtime information on work distribution and workload to aid center planning and management
- Historical reports to determine worker productivity, efficiency, and training needs
- Analysis of pain points that can point to the need for future process automation
- Rapid system implementation through a highly configurable platform with customization as needed

The strategy for fallout management needs to be based on a “top-down” view based on business objectives and a “bottom-up” view that leverages assets in current processes.

The next-generation OSS platform will provide the impetus for resolving the fallout problem.



EMC²
where information lives™

EMC Corporation
Hopkinton
Massachusetts
01748-9103
1-508-435-1000
In North America 1-866-464-7381
www.EMC.com

EMC², EMC, and where information lives are registered trademarks of EMC Corporation. All other trademarks used herein are the property of their respective owners. © Copyright 2008 EMC Corporation. All rights reserved.
published in the USA. 08/08 H5640