Automated Business Processes in the Telecommunications Industry

ULTIMUS®
Accelerate Performance

Customer Support

Customer Onboarding Process: This process checks credit scores and automatically issues appropriate approvals for cell phone subscriptions.

Customer Service Process: This solution ensures customer requests are handled appropriately.

Information Change Process: The solution enables customer representatives to update information changes for mobile subscribers.

Number Portability Process: The process ensures that mobile phone users can keep their numbers when switching from one operator to another, as required by governmental regulation.

Order Fulfillment ADSL: This process standardizes and automates order fulfillment for ADSL services, sales channels and document generation.

Order Management Process: This solution manages orders from point of sale to completion of installation. On-time delivery of service is tracked and escalated if not updated.

Subscription Cancellation: This solution handles the cancellation of subscriptions.

Service Assurance Management

New Site Proposal and Structural Approval Process: This process is used for approving and setting up antennas including proposals for leasing sites, real estate management, asset tracking, rent assessments, site maintenance, letters of interest from carriers, information collection and maintenance, sending proposals to appropriate parties for approval, etc.

Service & New Product Development Process: This process involves the suggestion, analysis, development and testing of new products and services.

Telecom Inventory Order Processing: This process allows users to keep an up to date web-based inventory, place orders to telecom carriers online, and manage service and MAC (moves, adds, and changes) requests.

Corporate Administration

Accounts Payable: Accounts Payable Process, ensuring received invoices are correct

Budget Management Process: Managing the budgeting process

Business Trip Approval: Process for business trip pre-approval and arrangement of accommodations, transportation and airline tickets, etc.

Employee Salary Advance Request: Approval for advancements on salaries

Expense Report: This process is used for expense register and approval management.

Foreign Corrupt Practices Act (FCPA) processes: Ensuring compliance to the FCPA

Internal Policies Review Process: Exceptions to corporate policies and procedures are recorded and are automatically sent for evaluation depending on corporate regulations.

Marketing Campaign Approval Process: This process is used to validate and approve marketing campaigns.

Onboarding/Offboarding: This process is used for change requests and access right management.

Purchase Order Request: These processes are used for requesting, approving purchase order requests and inventory control.

Vacation Request: This process is used for leave request management.