

INDUSTRY SOLUTIONS

Ultimus Telecom customers have seen:

- Return on Investment of \$1,000,000 per year
- Shortened cycle times by up to 88%
- 10 times as many orders per day processed with the same resources



Ultimus process solutions for telecom service providers help drive higher customer satisfaction, greater operational performance and smart decisions.

TELECOMMUNICATIONS SOLUTIONS

Be Fast, Be Smart - Take Advantage of the Competitive Marketplace

Telecommunications companies face significant challenges in driving profitably in highly volatile market places. Customers demand better services at lower costs and are likely to switch their service providers when unsatisfied. New entrants from adjacent industries increase the pressure for innovation in services, technologies and offerings. At the same time, regulation requires telecommunication companies to adapt their operations and exploit windows of opportunities. Fast, reliable and efficient process execution will help companies take advantage of this difficult environment. In partnership with many telecommunication customers around the world, Ultimus has developed solutions that allow companies to increase service quality, align resources to business opportunities and improve operational performance.

Increase Service Quality with Less Effort

While service processes are well understood, organizations often find it difficult to handle exceptions that inevitably arise. In leased line fulfillment e.g., required people might not be available as planned, supplies not in stock, and customers may be unavailable in addition to many other unforeseen events that may emerge. Monitoring order fulfillment, handling these exceptions and communicating them to customers in time creates significant overhead. Ultimus provides solutions which monitor events that lead to anticipated goals. Once exceptions arise, corrective actions are automatically launched. Communications companies can thereby focus their resources on exploiting business opportunities and rely on process solutions to handle the exceptions. Automating customer notifications and other tasks increase service quality and free resources to drive business opportunities.

Align Resources to Business Opportunities

While the telecommunications industry is very dynamic with constant updates to services, products, offerings, bundles, and campaigns, organizations require time to socialize the changes. This leads to latencies in time to market and undermines effective business execution.

TELECOMMUNICATIONS SOLUTIONS

Ultimus process solutions ensure internal and external resources are aligned to plans and current initiatives. Managers can immediately implement changes themselves, by adjusting rules for process flows and resources, as well as activities that need to be accomplished. Organizations can outpace their competition, and in doing so, can open windows of opportunity that would have otherwise remained shut. Effective business execution also empowers companies to execute actions within limited time frames. Utilizing a 24 hour window to retain customers in a number portability process is a great example.

Telecommunications Companies Rely on Ultimus Solutions in Following Areas:

1. Customer Support
2. Service Assurance Management
3. Corporate Administration

Improve Transparency and Operational Performance

Process based solutions automate certain activities as well as managerial overhead. Tasks no longer need to be tracked, followed-up with, or reported on. The efficiency gains result in higher performance and shorter cycle times. Various indicators provide insight into current performance data, and notify managers when important thresholds are reached. Ultimus process solutions allow telecommunications service providers to process more orders with the same resources and make smarter decisions based on business and process metrics that are automatically generated and presented.

About Ultimus

Ultimus is a global provider of process solutions that help companies grow their business, increase profits and control risk. Ultimus increases operational efficiency and flexibility, so companies can act faster with less effort. Achieving significant and measurable results for customers within a short period of time is the core mission of Ultimus and the basis for the ongoing success of its customers.

INDUSTRY SOLUTIONS

Automated business processes in the Telecom Industry:

Customer Support

- Customer Onboarding
- Customer Service
- Information Changes
- Number Portability Process
- Order Fulfillment ADSL
- Order Management
- Subscription Cancellations

Service Assurance Management

- New Site Proposal and Structural Approvals
- Service and New Product Development
- Telecom Inventory Order Processing

Corporate Administration

- Accounts Payable
- Budget Management
- Business Trip Approvals
- Employee Salary Advance Requests
- Expense Reports
- Foreign Corrupt Practices Act (FCPA) Processes
- Internal Policies Review
- Marketing Campaign Approvals
- Onboarding/Offboarding
- Purchase Order Requests
- Vacation Requests



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ULTIMUS WORLDWIDE SUPPORT STRUCTURE



Through eight support centers worldwide, we are able to provide the best service to you. More than 20 people working within Ultimus Support ensure that your support questions are in good hands. With this structure in place, we are able to support you worldwide and wherever you plan to install and use Ultimus.

The mission of Ultimus Customer Support is to provide the best worldwide support in the BPM industry by leveraging our global resources to bring support closer to our customers.

Ultimus delivers on this mission through a worldwide support organization comprised of nine regional support offices around the globe in six different languages

- North America (U.S.) – English
- Latin America (Panama) – Spanish, English
- UK - English
- EMEA (Germany) – Arabic, English, German
- Middle East (Dubai) – Arabic, English
- Asia-Pacific (Pakistan) – English, Urdu
- China – Chinese
- Taiwan – Chinese

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