

_experience the commitment



Mobile Data Services: Order Management and Provisioning

Corporate profile

CGI is one of the largest independent IT and business process services firms. Our 25,000 professionals around the world offer clients a knowledgeable, dedicated partner, working to develop and implement IT-oriented solutions to address their business and technology challenges.

CGI couples extensive industry sector expertise with a full range of services including strategic and management consulting, systems integration, and management of IT and business functions. Clients have access to a broad and deep range of solutions and services in the financial services, telecommunications, government, healthcare, utilities, retail, manufacturing and distribution sectors.

Overcoming data services challenges

Today's mobile data environment is characterised by a proliferation of services, available from multiple providers on an ad-hoc, pay-as-you-go basis, with shortening service launch times and increasing launch frequency. An operator's order management and provisioning (OM&P) capabilities are essential for the successful launch and subsequent customer adoption of mobile data services.

Legacy OM&P systems were primarily designed to support simple, predefined service packages. Operators risk losing out on major revenue opportunities and undermining customer relationships unless the existing OM&P infrastructure is upgraded to address data services challenges, including:

- Rapid integration and effective management of new services, not only within the operator's enterprise applications and network resources, but also across a multitude of partner applications and networks
- Flexible bundling and packaging of data services, with content sourced from many partners
- On-demand, just-in-time provisioning based on a wide variety of possible triggers, including triggers outside traditional OM&P boundaries (e.g., from within network or application servers, or even from external parties)
- Service-centric provisioning such as the ability to provision a single service for a single customer, including real-time, service-level credit assessments
- End-to-end monitoring and management of OM&P across the entire extended enterprise network
- Higher customer expectations regarding service levels and self-service facilities, covering diverse needs in both consumer and business segments

The CGI solution

CGI understands the OM&P challenges associated with data services. We've provided OM&P solutions to the mobile and fixed telecom industries for over 25 years, and our experience covers the full spectrum of assignments—from point to full replacement; from custom-built solutions to third-party, best-of-fit integration; and from solution architecture and program design to implementation and operation.

Our approach is based on the implementation of an open, distributed, scalable architecture, decoupling business logic from the network. Our comprehensive solution set includes:

- Product, service and package management
- Secured ordering gateways
- Order workflow management

Business value

- Service provisioning
- Standardised network, application and third-party integration
- Ordering life-cycle management, including monitoring and exception management

How we work

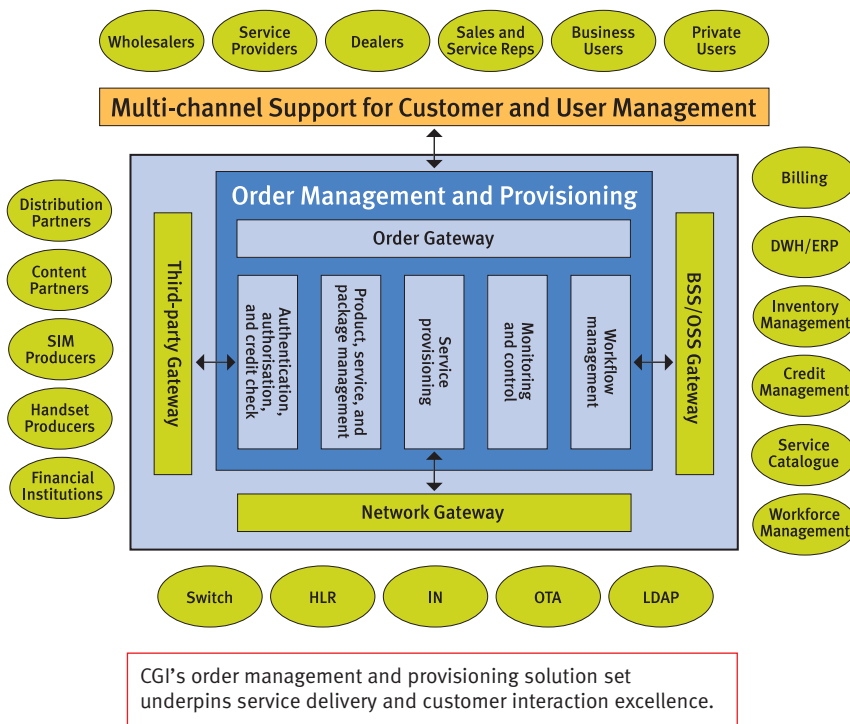
CGI helps operators create open, flexible, real-time event charging solutions. The rating element is deployed between legacy and new data services environments. We help our clients with different aspects of solution design and development, including:

- Designing mediation and rating architectures, which support rich data services, and leverage and optimize legacy systems
- Supporting operators with vendor and product selection. Once a vendor is selected, we help operators integrate the chosen software with their existing systems, leveraging our practical experience with leading mediation and real-time rating vendors.
- Where required, we design and build custom solutions, placing a strong emphasis on augmenting existing systems, rather than replacing them, to minimise costs.

CGI's comprehensive, flexible OM&P solution set helps operators seamlessly transition customers from voice-only services to high-margin data services. Benefits include:

- Improved customer experience—including reduced errors, improved responsiveness and transparency, and extended self-care—leading to higher ARPU and increased retention
- Increased flexibility to expand the service portfolio in line with customer demands and market opportunity
- Reduced time to market for services, with support for just-in-time, trigger-based provisioning
- Lower revenue leakage and credit risk through the implementation of credit assessments in real time and at a service level, rather than at an account level
- Improved end-to-end reporting and monitoring of business activities with consolidated reporting at customer, service and network resource levels
- Lower total cost of ownership

CGI's OM&P operating environment



Business solutions through information technology™



ISO 9001 Certified

For more information: www.cgi.com