

Integrating Axiom AxioSS with Siebel CRM and Portal Billing – ‘Powered By FMW’



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Industry

Telecommunications

Oracle Products

Siebel CRM

Oracle BPEL
Portal Billing

“Oracle’s SOA platform delivers exciting rich services to market. Coupled with Axiom Systems’ Service Assembly Environment which assembles and activates those new services across the operational domain, provides a true end-to-end solution for service provider agility and rapid service production.”

Gareth Senior
CEO
Axiom Systems

Axiom Systems is the leader in software for the design and delivery of wireline and wireless services for Communications Providers. The company’s AXIOSS Suite incorporates modules for Order Management, Service Inventory, Service Activation and Designer Tools.

Integration Solution Overview

Telecom service carriers face stronger and stronger demand for end-to-end solutions for fully orchestrated OSS/BSS process flows. Business processes such as product catalog, order capture, service fulfillment and billing are expected to be seamlessly integrated with each other. To meet the customer demands, Axiom Systems chose to leverage Siebel CRM, (the most popular CRM in telecom) for order capture and, leverage Portal billing for revenue collection and revenue management. Orchestrated by Oracle BPEL, AXIOSS and Oracle applications deliver an integrated order to cash solution to telecom customers.

Flexible Integration

Tier 1 service providers demand high performance, secure and flexible integration solutions. The integration has to meet the stringent carrier grade requirements around performance and high availability. It should also bring service providers shorter time-to-market and lower total cost of ownership. Oracle Fusion Middleware’s Service Oriented Architecture provides a flexible and secure way to integrate Axiom System’s Web Service enabled application with Siebel CRM and Oracle Billing. Oracle BPEL Process Manager enables real-time data integration and enables an integrated business process spanning order to cash.

Why Oracle?

Siebel CRM, the #1 CRM solution in telecom, provides a comprehensive solution for catalog listing and order capture. Oracle billing provides the best billing and revenue management system. Axiom Systems needed to provide customers with the best CRM and billing solutions integrated with their service fulfillment product. Oracle SOA solution with the native BPEL support, offers performance and flexibility telecom customers are looking for. Axiom Systems and Oracle together provide the most comprehensive and best tailored solution for the telecom market.

Essential Benefits

- Comprehensive order-to-cash solution for telecom, by integrating with Siebel CRM and Oracle Billing.
- Flexible integration with much shorter time to market, using Oracle’s Service Oriented Architecture.
- Easy business process management brings much lower total cost of ownership.

“A major obstacle to us deploying a consistent product set across our 30+ businesses is the amount of time and effort required to define products, pricing, processes and rules in each of our local CRM and provisioning systems. The results of a Product and Service Assembly focus would demonstrate a way for us to centralize this sort of activity without compromising local CRM and billing capabilities. For Cable and Wireless this would be a major step forward..”

**Simon Farrell,
Senior Architect,
Cable and Wireless**

For additional information about partnering with Oracle, please contact us at opninfo_us@oracle.com or visit us at www.partners.oracle.com.

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