Oracle Communications
ORDER AND SERVICE MANAGEMENT

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Oracle Communications Order and Service Management (OSM) enables Communications Service Providers and large enterprises to design and manage the fulfillment of customer orders for both traditional and increasingly digital services through their entire lifecycle. OSM is a key component of Oracle Communications' "Concept to Cash" solutions which enable service providers to quickly design and launch new B2B and B2C services and manage the delivery of the order across participating business and operational systems as well as partners in order to fulfill the order.

Context within Oracle Communications Solutions

Oracle Communications Order and Service Management is a key component within Oracle Concept to Cash solutions for Communications, in which it plays distinct but complementary roles to help service providers address their order lifecycle management challenges:

KEY FEATURES

- Product Synchronization with CX
- Flexible Order Decomposition
- Dynamic Order Orchestration
- Fully Configurable Order Change Management
- Meta-data driven Order Lifecycle Policies
- Order Lifecycle Management (OLM) User Interface
- Integration with CX
- Synchronized Design Process
- Unified Design Environment
- Zero Configuration Offer Rollout
- Multi-channel Order Capture
- In-flight Order Revisions
- Order Status Management
- Order Fallout Management

- **Hybrid Rapid Offer Design and Order Delivery** (RODOD) – Within RODOD, OSM performs the role of Central Order Orchestration (OSM COO) managing the delivery of the customer order. It is deployed in conjunction with Oracle Customer Experience (CX) Cloud solution and Oracle Communications Monetization solution. RODOD has a variety of deployment options as service providers transition from on-premise to cloud, they'll need choices to deliver modern customer experience and support the order-to-cash business processes. Within RODOD, OSM COO supports the following key capabilities:

  o Synchronizes product class definitions from the CX layer and defines fulfillment patterns for each product class

  o Decouples the creation of commercial CX offerings from their fulfillment enabling faster time to market

  o Decouples the fulfillment topology from fulfillment flows for greater IT flexibility

  o Supports advanced order qualification including feasibility and, reservations

  o Decomposes and dynamically creates an orchestration plan for each order providing line item level order status visibility upstream during order execution

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- o Transforms the customer order containing products into one or more service orders containing services for fulfillment
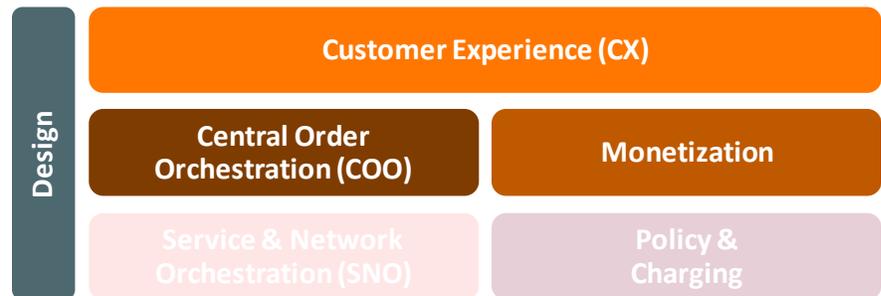- o Integrates with CX supporting multiple deployment modes

	Customer Experience (CX)	
Design	**Central Order Orchestration (COO)**	**Monetization**
	Service & Network Orchestration (SNO)	Policy & Charging

Figure 1. OSM COO within the Hybrid Rapid Offer Design and Order Delivery Solution

- **Service and Network Orchestration** (SNO) – within SNO, OSM performs the role of Service Order Management (SOM) and Technical Order Management (TOM). It does so in conjunction with Oracle Communications Unified Inventory Management (UIM) and Oracle Communications ASAP / IPSA to fulfill services on the network, IT applications and the underlying IT infrastructure. In these roles, OSM provides the following key capabilities:
  - o Supports the flexible definition of, and fulfillment patterns for, both customer and resource facing services enabling catalog driven fulfillment
  - o Supports technical service qualification and resource reservation during order negotiation / capture in coordination with Hybrid RODOD
  - o Dynamic creation of an orchestration plan for each service order which may include the design of the service, assignment of resources for the service and calculation of the actions required to deliver the service – resulting in one or more technical orders
  - o Dynamic creation of an orchestration plan for each technical order which may typically include activities such as supply chain management, work force management, service activation, assurance activation, etc
  - o Provides full order status visibility upstream during order execution

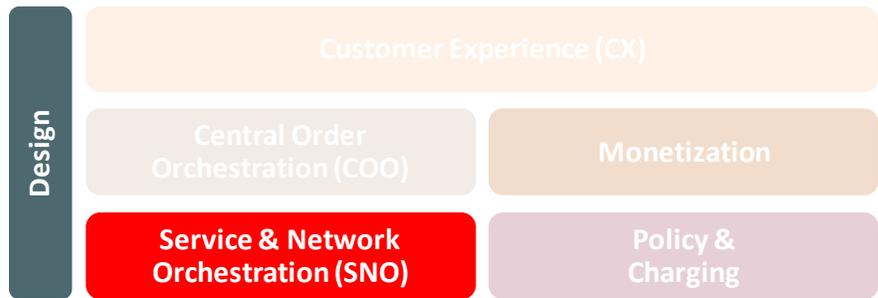Figure 2. OSM within the Service & Network Orchestration Solution

Introduction to Oracle Communications Order and Service Management

OSM has a rich set of capabilities built on top of the Oracle WebLogic server and enables both technical and commercial control of deployment footprints.

Figure 3. Order and Service Management Functional Capabilities

The application consists of:

- A Core platform with design time modeling of fulfillment patterns, processes, tasks and rules for the fulfillment of customer, service and technical orders. Such design time configuration is enabled through Design Studio, a graphical modeling environment. Design Studio offers best-practices modeling of fulfillment patterns for customer orders, service orders and technical orders. It is also the single, integrated design time environment across a range of Oracle Communications applications. The core platform also provides a set of Web service APIs for service-oriented architecture (SOA) integration.

- A set of functional modules that can be used selectively to address individual requirements. The key ones include:

  - Orchestration Plan Manager (OPM) – this provides dynamic order orchestration capabilities at multiple levels within the order processing

  - Order Transformation Manager (OTM) – this performs the state-less transformation of customer orders containing products into one or

more service orders containing services – typically involved within the RODOD solution context

- ○ Order Lifecycle Management (OLM) UI – this UI is orientated to the business and provides a view of order fulfillment progress, fulfillment status and scheduling status. The UI presents the user with the most relevant information and the ability to drill down on order details. Features of the OLM UI include detailed visual order delivery timelines with information on Requested, Promised and Projected delivery dates. The UI shows errors that are tied to an order and may be embedded in CX for a richer user experience

- ○ Order Change Management (OCM) this automatically perform delta analysis for order revisions supporting multiple revisions to customer's "in-flight" orders and dynamically generates and executes compensation changes. This industry-unique intelligent order change management capability supports Point-Of-No-Return configuration eliminating unnecessary fulfilling of revised orders

- A number of optional cartridges that provide pre-built integration via Oracle AIA and ICS with to specific Oracle products in the context of the solutions mentioned above. The integration to CX provides support for product catalog synchronization, order capture, order submission, order status visibility and order fallout trouble ticket creation. The integration to Monetization provides support for initiating the creation of billing accounts and purchase of products against such accounts driven from the customer order.

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