



DATA SHEET



TELECOM ORDER MANAGEMENT

BUSINESS NEEDS

- Automate the passage of activities between different business units
- Structure and repeat the delivery of services and centralize procedural management
- Give visibility and transparency to the statuses of orders to all parties involved.

KEY FEATURES

- Supports new customer and MACD order types
- 100% Salesforce.com native
- End-to-end Order Management flow –Quote – Install Base
- Supports convergent product modeling
- Easy Work Order and workflow management
- Tracks customer assets (Install Base) – helps to do Up-sell, Cross-sell
- Can be integrated to billing and provisioning systems

ChikPea TOM is a complete, 100% Salesforce native, Quote to M.A.C.D. solution for Tier 1, Tier 2 and Tier 3 Carriers, Master Agents and Solution Providers.

With customers' expectations constantly on the rise, being agile in the telecom market means being able to quickly adjust at each level of the vendor/buyer relationship. Bundling, pricing and customization of telecom services create complexities in order and delivery processes, which increase significantly with service changes. However, your underlying systems are not designed to perform at this level of demand.

Still “swiveling chairs” between Quoting and Ordering systems?

If your traditional, accounting, order management and quoting systems are siloed and lack flexibility to support complex product offerings such as MPLS, Layer 2, SIP, managed services, compute and DR, causing longer and longer sales cycles, it's time to investigate an industry-specific solution.

TOM brings efficiencies and centralization of telecom QUOTE, ORDER, DELIVERY, TRACK and CHANGE to the disconnected world of telecommunications.

ChikPea TOM automates the entire order-execution process, for the full range of voice, data, IP and other telecom services, from negotiation through installation to post-sales management, including MACD and trouble ticketing.

ChikPea TOM fully integrates ordering, CRM, business and OSS systems to deliver a unified customer view across front and back-office systems, dramatically increasing provider efficiencies and cutting costs. ChikPea TOM supports the needs ISPs, wholesalers, and resellers, single and multi-service providers for, both, the mass consumer market as well as large corporations.

There are expressive solutions on the market but none has such an extensive amount of out-of the box functionalities that can be further customized.

KEY FEATURES:

CONFIGURATION

- Product or service configuration including bundles, constraints and options.
- Pricing hierarchies and tiers based on parameters like volume, units and usage
- Adjust price based on discounts and pricebooks
- Analyze quoting cycle time, Quote acceptance rates and growth
- Profitability analysis

QUOTING

- Create multiple Quotes based on the opportunity with versioning options
- Create Single-point, Point-to-point or Multipoint solution in a single Quote
- Attach multiple Service Plans, Add-on Services, and Equipment in the Quote Lines
- Discount can be offered at Quote line level or on total or both for recurring charges or Non-recurring charges.
- Different Proposal templates for different purposes.
- Customized proposal document can be generated which can be integrated with DocuSign or EchoSign for electronic signature
- Convert to Order can be performed using the 'Convert to Order' button or changing the status to 'Accepted'.

SERVICE ORDER

- Create Service Orders using any quote or without any Quote
- Different Order types – New, Disconnect, Change – all MACD options are supported
- Capture all the installation and provisioning related Configurations
- Circuit details can be captured for the Data plans

Functional Components of TOM**Advanced CPQ with TelQuote**

TOM's standard quoting capabilities can be augmented with TelQuote - a telecom focused CPQ, which provides the quickest method of configuring a Product with different variations of Prices. It allows sales reps to visually see the interaction in the product hierarchy. It calculates the profitability of the decisions you make and do all this before you create a proposal.

You can completely configure the solution so you can identify what devices go to what sites, with what configuration parameters, how much it's going to cost, what are implications for Opex and Capex going to be, and the real power is that you can configure devices for every location within a single configuration and have it all presented in a single quote.

Rapidly respond to opportunities with accurate proposals and traceable solution delivery

By enabling access to vendor libraries and catalogs of configuration requirements, TOM and TelQuote automate opportunity-to-quote process, improving speed and accuracy of developing quotes, proposal and contracts. You can generate a quote, of any complexity, in less than 30 minutes, and make modifications in less than 10 minutes. Produce up to 4 quotes in an hour/per sales rep - that's up to 20 quotes per day!

Convert Quotes to Orders with a click of a button!

Not only you can produce more quotes, but you can convert your Quote to Order with one button, or a single action such as electronic signature. Long gone are the days when you had to re-enter quote line items into a provisioning system, or call your suppliers to check if the quoted services could be actually delivered to the customer premises.

ChikPea's Quoting and Ordering engines both rely on the same product catalog thus eliminating errors in service delivery, and automating quote-to-cash processes.

360 degree view of your customer

All the details of the services that have been delivered and installed per client are stored in the INSTALL BASE. It captures the service base lines and CPE, invoiced one-time charges and provisioning parameters. Additionally, every implementation is registered in TOM's "Premises" database, which is an organically maintained library of information of every geographic presence you do business with, allowing for asset disposal and delivery tracking, outage and alert management and inventory details at the site level.

WORK ORDER

- Work Orders are created to manage installation and provisioning
- Decompose Order based on the predefined workflow process design
- Automatically generate the Installation and Provisioning task, based on Service Plan and/or Location
- Create Salesforce cases automatically based on activation failure and send notifications
- In-Flight order changes are supported
- Carrier purchase Orders can be generated from Work Orders

TOM Solution Architecture



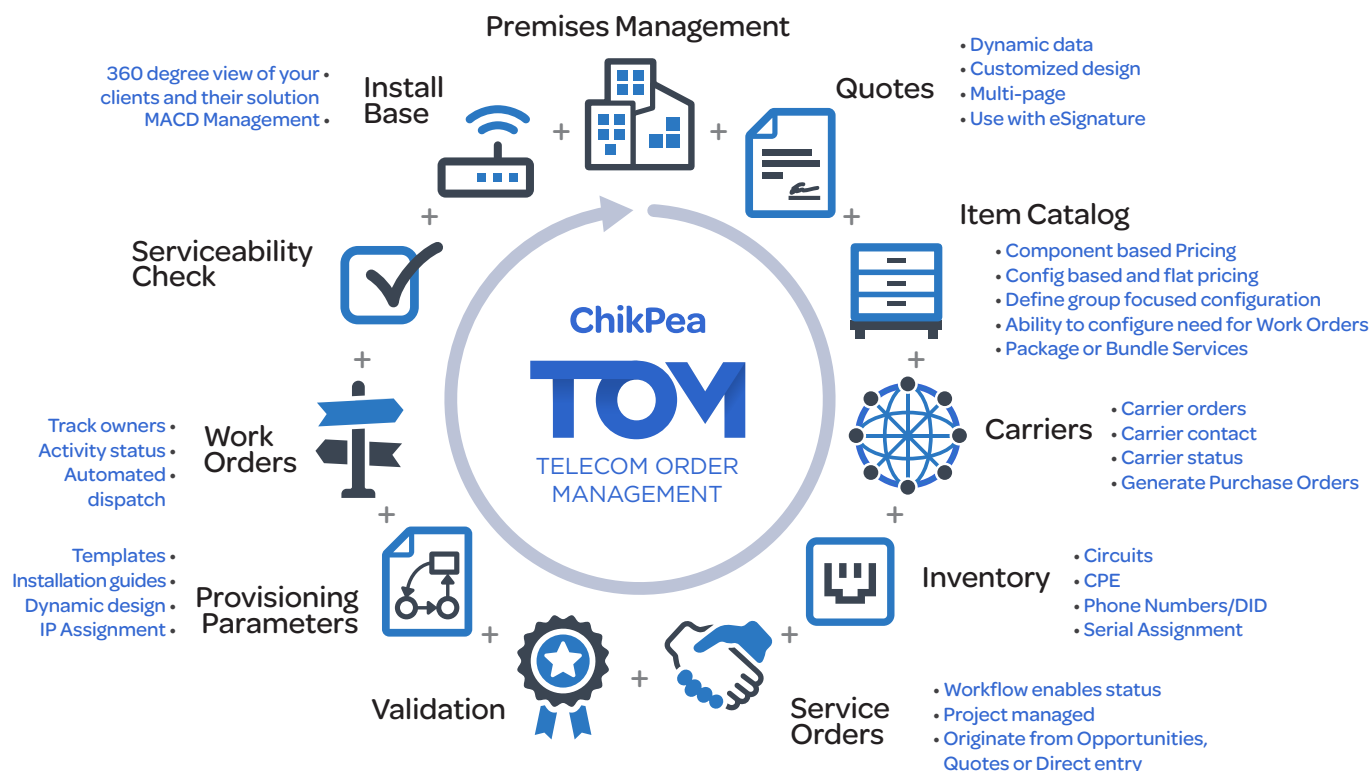
All ChikPea TOM and TelQuote objects are Salesforce native and can be accessed externally using webservices, customer portals or mobile devices.

INSTALL BASE

- Captures the customers' Service details, CPE and Configs
- Trouble Tickets can be initiated here.
- All the installation premises can be managed here too.
- Upgrade/Downgrade/Renewals can be managed here
- Pass the subscriptions details to external billing systems
- Displays Corporate hierarchy

Bridging the gap between Sales and Operation

ChikPea TOM enables companies to establish the standardization process, create transparency, give access to centralized database for all parties involved in manipulation, closure and execution of an order so that there is fewer bottlenecks and more fluidity in the standardized business procedures that they institute.



Stop using Excell and Outlook or custom building highly complex SQL databases when you can have a proven system designed to expand with each new product and service.

Call **+1 415 261 6050** to schedule a demo



100% Salesforce native

TOM is a patented and the absolute first telecom order management system on the salesforce platform. TOM has no true competitor in the Salesforce arena.

Unmatched out-of-the box functionalities

Unlike any other solution on the market, TOM prebuilt functionality supports the processes, workflows, and activity sets involved in MACD services

Billing integration

TOM is ready to talk to a billing system with all the financial information. It can be integrated with ChikPea O2B or with other billing systems that are comparable.

eBonding with carriers

Easily tap into vendor libraries and catalogues of configuration requirements, sync pricing and order services automatically.

Assisted selling

TOM and TelQuote makes for a complete guidance system to help you design the solution, configure the components, and know its cost implications.

Powerfull product catalog

When you create a product in TOM, you have to configure all unique atributes, all the actions, dependencies, events and activities that are required for unique delivery and pricing of that product or service.

Premises management

A highly developed and organically maintained library of buildings, fed from different carriers into the system, allowing you to shop in behalf of the customer.

Getting started

With TOM, organizations can be up and running generally in three to six weeks.

“We migrated from our home grown solution into a solution we know we can continue to grow with.”

Mike Frost, CEO TelPlus

“ChikPea’s TOM made our company more efficient and allowed us to scale”

Jason Hornig, CEO MetroOptical.com

Founded in 2006, ChikPea provides business process automation and management solutions for companies that use Salesforce CRM. Our Force.com native applications software turn Salesforce into an SRM (subscription relationship management) system, for companies that sell any sort of business subscription service. Everything from the necessity to quoting subscription based services to delivering those services, onboarding or order management, provisioning, billing for those services, collecting the payments, dunning management and change orders, is powered by ChikPea.



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