Bulk Order Management Perfected/Digitized To the Core

Leading telco operator automates its bulk order management system for a swift and effective bulk order management

The bulk order management system serves as a corporate package catering COCP and CEP lines. The automated solution acts as a plug and play process in handling bulk requests which has aided our client in onboarding industry leading clientele.

techvista
A Systems Limited Company

Since its inception, our client has set higher benchmarks every year, which makes it stay way ahead of its competition. An operational nexus spanning over 16 countries with 155.4 million subscriber base has earned Etisalat the crown one of the World's Strongest Telco Conglomerate.

The said leading telco operator is the first govt-owned telecom brand in the MEA region to be awarded a feat of the one of the world's strongest as well as GCC's largest telecom brands. What makes our client stand out is its high dependency on innovation and the futuristic solutions it offers to its customers that keep them bonded with our client.

To build a formidable portfolio, our client's focus remains intact towards state of the art digital business technologies. On such a pursuit, the client has partnered with Techvista to deploy unrivaled customer-centric disruptive digital solutions that would ensure a secure and thriving future of our client.

Highlights

Our client, which is rated as one of the world's strongest telecom brands, encountered yet another challenge due to its legacy IT infrastructure. Our client successfully transformed another competency digitally with the help of a comprehensive and cutting-edge bulk order management system.

Techvista revitalized the order management system by rendering a solution that allows our client's customers to create and stay updated regarding their order requests with real time updates. The order management system also ensures end-to-end delivery as well as inventory updates as a part of servicing orders.

Right after the implementation of the bulk order management system, our client benefited from the following results;

93% increase in customer loyalty and stickiness metrics

16% of the renewing customers asked for a discount in billing. Hence, it has also reduced the price erosion

The Challenge

It is highly impractical to rely on legacy bulk order management systems that force the competencies to suffer from latencies and elongate the overall bulk order delivery to the end customers. Our client was in need of a solution that could help them switch to a more cost-efficient and smarter mechanism that would help attract more business.

Amid the client's issues with legacy bulk order management processes, Techvista stepped in and suggested the following the roadmap to resolve the issues.

- Introduction of a digital bulk order management solution that would automate the process of requesting various order management services through B2B channels.

- Utilizing the bulk order management system for end-to-end delivery and real-time inventory updates in servicing order domain, as well as enabling customers to create and manage their own accounts through a single platform.

- Leveraging the bulk order management system to make the bulk request handling as easy as plug-and-play, and enabling it to be re-used across different projects of our client.

Unique Implementation Approach

Our client added yet another innovative solution to its services with a sole purpose of bringing exceptional value to its stakeholders. Techvista catalyzed the deployment of an automated bulk order management system.

The vital characteristics of our client's seamless bulk order management solution are as follows;

- The bulk order management solution automates the business process of requesting various services, through the B2B ,BCRM, CBCM and COMS channels.

- Our solution is a corporate package catering to two kinds of lines; COCP and CEP. The customer can place a request to link COCP and CEP mobile numbers to corporate accounts with our solution.

- The main process for our solution entails end-to-end delivery as well as inventory updates as a part of servicing orders

Business Outcomes

The implementation of the bulk order management solution has produced significant results for our client in scaling its business with greater flexibility and mobility. A dedicated team of decorated experts from Techvista tailored a solution that entertained our client's demands in terms of the bulk order management system. Following are the results after our solution's inclusion:

- ⊙→ 93% increase in customer loyalty and stickiness metrics

- ⊙→ 16% of the renewing customers asked for a discount in billing. Hence, it has also reduced the price erosion

- ⊙→ Using this process our client has onboarded huge clients from the airline as well as BFSI sector.

- ⊙→ The bulk order management solution has generated an annualized revenue of AED 130 Mn

The bulk order management system has paced up the end-to-end order creation, management, and completion process with the help of automation. It has allowed our client to bring all the channels under a unified platform hence, reducing the possibilities of errors as well as mitigated costs. Lastly, this project has taken our client one step ahead from its competition, if any.

About Techvista

Techvista aspires and strives to solve complex business problems and present viable, and cost effective solutions to our clients by drawing a clearer picture of their future roadmap, and we do that by digitally transforming their infrastructure. We successfully embed disruptive digital solutions into their existing functionalities and enable them to be the trendsetters in the business landscape – without compromising on the quality and precision of our work. With the help of our innovative project delivery model, we combine the benefits of onsite agility and offshore affordability to provide superior value to our clients. To find out how we digitally enable your organizations by automating the functionalities to see beyond the horizons and set benchmarks

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