

eBonding for Ticket Management

Communication Service Providers (CSPs) offer an array of products and services to wholesalers and retailers. For service assurance, a typical CSP environment has more than one ticket management systems for various products and services. In a multiple system environment, the task for a wholesaler or a retailer gets complicated and leads to confusion in logging tickets in the correct system and also tracking the tickets in real time.

In the absence of eBonding, the wholesaler works offline and registers the ticket over phone or fax with the CSP. Tracking of these tickets is not just manual, but requires more support agents for ticket creation, tracking, and resolution. While wholesalers spend license fees for their Ticket Management System, the RoI takes a longer time due to manual service assurance processes.

An automated system with real-time interfaces can help both the CSP and the wholesalers/retailers resolve this issue.

» eBonding Solution

MphasiS has implemented a Service Oriented Architecture (SOA) based approach for eBonding ticketing systems with wholesalers/retailers. The wholesaler can create incident/problem tickets, receive status updates, and update ticket status using an automated interface. These would be transferred to the CSP's internal systems real time, thus enabling seamless communication between the CSP and its partner.

MphasiS eBonding solution facilitates fast and efficient logging of tickets resulting in reduced cycle time for ticket management. An average of 30 minutes savings can be achieved per ticket. The solution allows CSPs' internal help desk application to communicate directly with the wholesalers' ticket management systems.

The eBonding solution ensures security of the interaction between the Telco and its trading partners through SSL and user authentication thereby providing data safety. It also eliminates the need to re-key data from the partner/wholesaler's systems into the CSP's internal systems.

The eBonding solution follows the process as below:

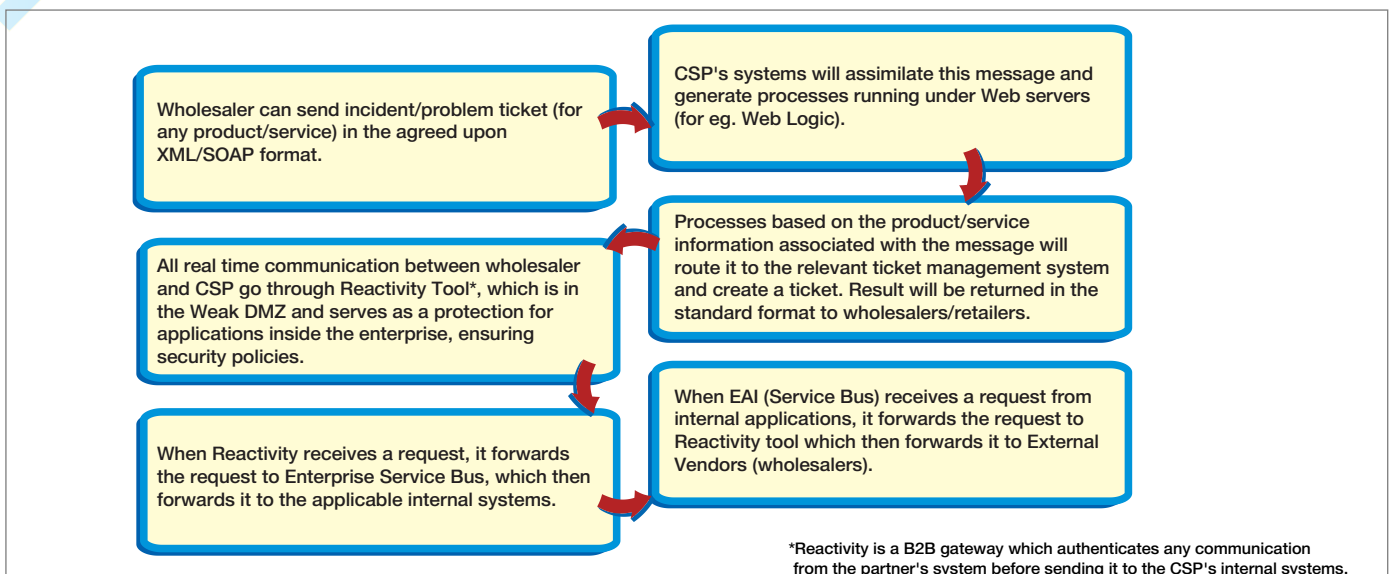


Figure 1: eBonding solution

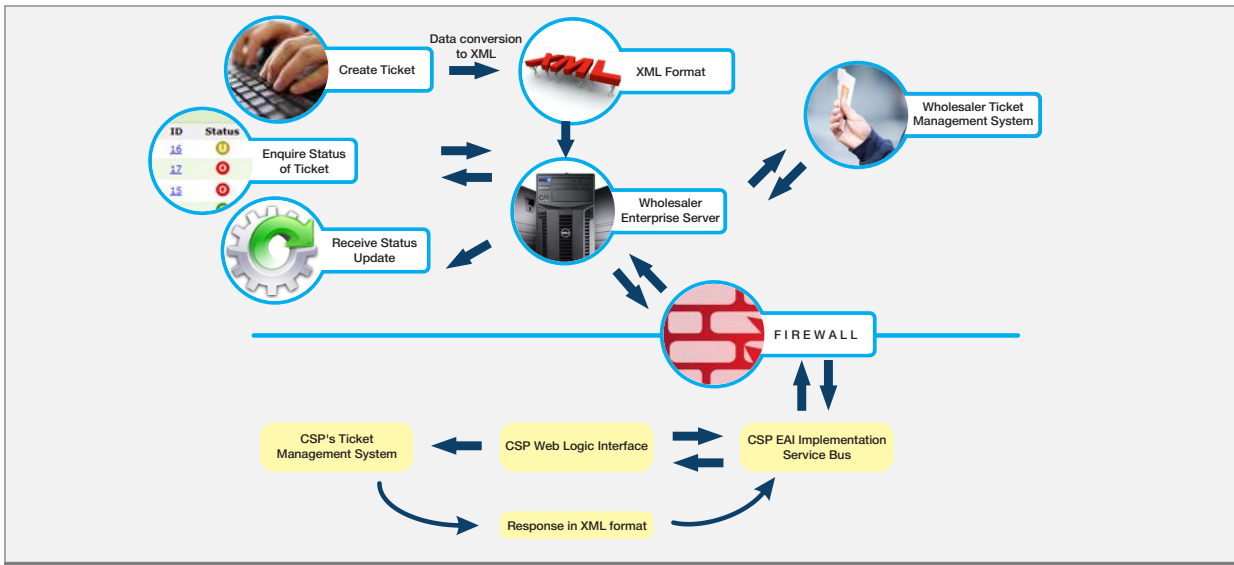


Figure 2: Mphasis eBonding Framework for Ticket Management

Why Mphasis?

Domain Expertise

- Subject matter experts with exhaustive experience in understanding the functional areas of business
- Expertise in implementing Oracle SOA suite for integration
- Post merger transformation experience

Execution Framework

- Best Shore delivery operational model
- Optimum resource utilisation keeping only critical activities on-site

Validation Templates

- Complex process documentation prepared by business analyst's yielding effective project management

Telecom - Quick Facts

- 1800+ Application Services team focussed on telecom and related technologies
- Expertise in Enterprise Application Integration and Service Oriented Architecture implementation
- Renowned global clients serviced across the US, EMEA, and APAC

ABOUT MPHASIS.

Mphasis is a \$1 billion global service provider, delivering technology based solutions to clients across the world. With over 41,000 people, Mphasis services clients in Banking & Capital Markets, Insurance, Manufacturing, Communications, Media & Entertainment, Healthcare & Life Sciences, Transportation & Logistics, Retail & Consumer Packaged Goods, Energy & Utilities, and Governments around the world. Our competency lies in our ability to offer integrated service offerings in Applications, Infrastructure Services, and Business Process Outsourcing. To know more about Mphasis, log on to www.mphasis.com

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