



TIBCO Fulfillment Orchestration Suite

TIBCO Fulfillment Orchestration™ Suite provides a comprehensive set of products for accelerating the concept-to-cash cycle for multi-play communications service providers (CSPs) and media and entertainment distribution companies. It is the only solution that allows the flexible definition fulfillment process components along with offer creation in your master catalog, leading to efficient and accurate fulfillment of orders.

DEFINE, MANAGE, AND DELIVER NUMEROUS COMPLEX PRODUCTS

Due to increased customer demand and fierce competition, CSPs and media distributors are facing many commercial and operational challenges:

- Managing customer churn, which is just as important as acquisition
- Quickly rolling out new networks such as LTE and fiber
- Transitioning to new network-as-a-service models and adopting standards such as Software Defined Networking and Network Function Virtualization
- Providing flexibility in combining offers comprised of devices, broadband, convergence, mobile devices, and services from third parties
- Forming partnerships with virtual operators, media distribution companies, and Internet players to extract further value from existing assets
- Creating flawless customer experiences through digital transformation

In this environment, CSPs and media companies must be able to define, manage, and deliver numerous complex products and their variations to the market in the most effective way:

- New product offerings must be designed and rolled out in a few weeks, including implementation in the entire fulfillment chain.
- Customer orders, each with its own SLA, must be received from a large variety of channels: self-care portals, phone and in-store sales, or even network elements detecting service access.
- Fulfillment orders must be instantly executed and provisioned in-network to maximize customer experience.

BENEFITS

SHORTER TIME TO MARKET

- Give business users the freedom to design customer-driven commercial bundles and offers in very short timeframes
- Shield them from technical complexity and enable them to reuse existing product and service components
- Help them do it right the first time with software that supports fast, accurate configuration of the rules and tasks that govern how a complex product must be sold and fulfilled

Fulfillment Orchestration™ enables CSPs and media companies to define new product and service offerings—along with associated fulfillment rules and processes—and automate delivery from order capture to network service activation. It consists of pre-integrated and modular products compliant with TMF eTOM:

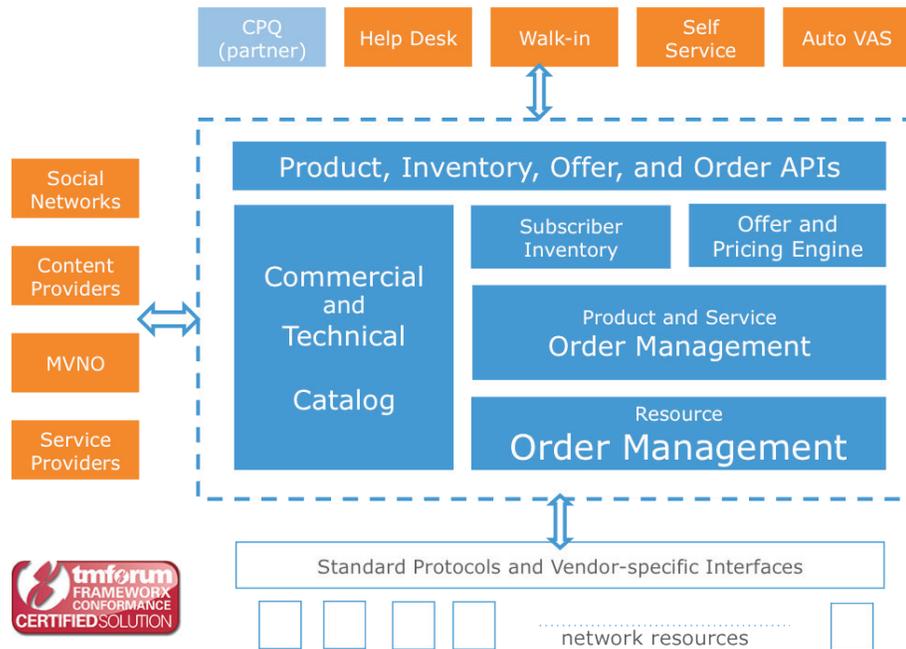
- TIBCO® Fulfillment Catalog, an enterprise master catalog that defines and manages the lifecycles of technical service products and commercial offers
- TIBCO® Fulfillment Order Management, an end-to-end product and service order management system that automates orchestration of delivery processes for customer orders using intelligent real-time rules
- TIBCO® Fulfillment Provisioning, a provisioning system that automates the orchestration of activation tasks using underlying network services

FLAWLESS CUSTOMER EXPERIENCE

- Seamlessly handle multiple customer service channels for order capture and in-flight changes
- Guarantee provisioning service performance across technology and service platforms

REVENUE OPTIMIZATION

- Eliminate revenue leakage caused by network and inventory discrepancy
- Use subscriber inventory data to understand what new products are needed by customers
- Capture new B2B revenue by securely sharing access to products, services, and inventory assets for use by third parties



Fulfillment Orchestration provides complete capabilities for a multi-channel, customer-delighting order management operation.

SUPPORT FOR INDUSTRY STANDARDS

TM FORUM CERTIFIED

TIBCO Fulfillment Orchestration uses SID as a reference data model, and its business processes conform to TM Forum’s rigorous Framework assessment / certification.

TM FORUM API REQUIREMENTS

Fulfillment Orchestration Suite natively supports product, order, and subscriber inventory APIs, making it easy to comply with TMF API requirements.

CAPABILITIES

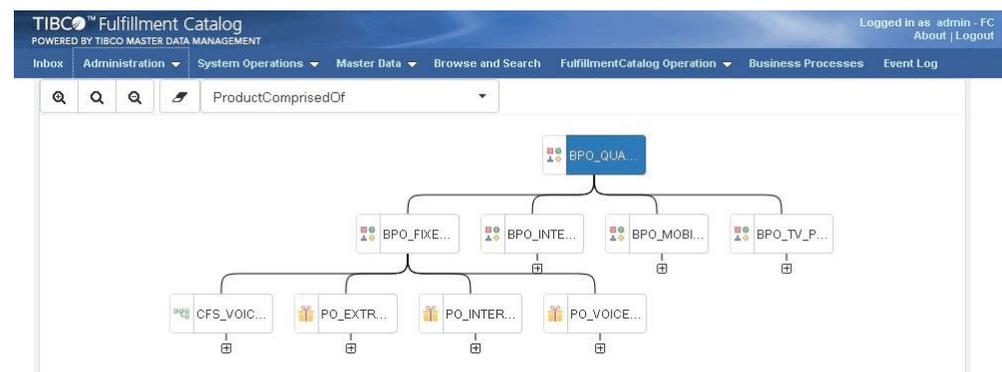
ANY CUSTOMER, NETWORK, OR SERVICE TYPE

Fulfillment Orchestration Suite handles long-running manual orders and short-lived automated orders to support fulfillment of:

- Any customer type—including residential, corporate, postpaid, and prepaid
- Any network access technologies—including wireless/LTE and wireline broadband
- Any service type—including high-speed Internet, voice, TV, content, M2M, and mobile payment services

ENTERPRISE PRODUCT CATALOG

Where others have failed, TIBCO Fulfillment Catalog provides a unified repository of a CSP's commercial, product, and service catalogs. Powered by TIBCO® MDM (Master Data Management), our catalog provides complete control of product offering design, validation rules, and fulfillment policies from commercial product bundles to resource-facing services. Aligned to TMF SID, catalog concepts are managed through user-friendly commercial and technical views.



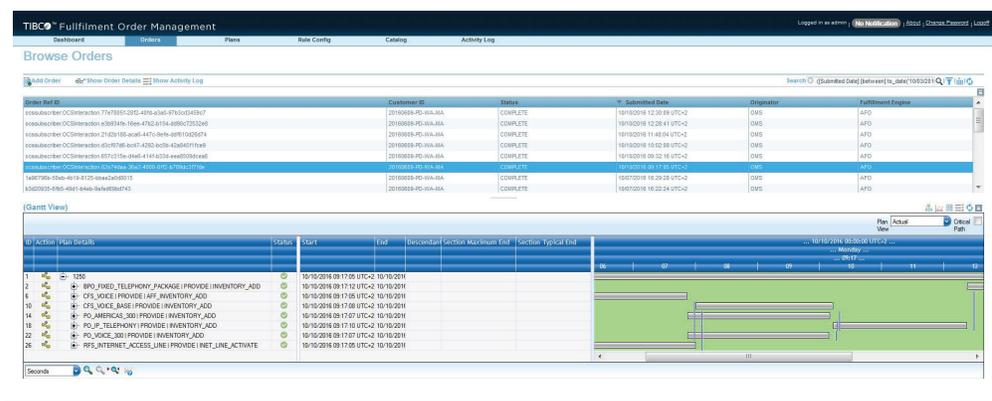
Launch new offer bundles, including pricing rules, with no coding involved.

IT and OSS departments can build up customer services from network resources and service platform capabilities, which are then used by marketing and business departments to design commercial products and bundles:

- SID-based product and service modeling with a re-usable building blocks
- Complex bundling and composition capabilities enabled through relationships, hierarchies, attributes, conditions, and rules
- Collaborative product lifecycle management using built-in data authoring workflows from product design to rollout, and product lifecycle processes for offering, products, prices, and services
- Product and service mappings to fulfillment processes for dynamic fulfillment, provisioning, and activation built on TIBCO's multi-domain master data management technology for rich and fully featured data management capabilities

PRODUCT AND SERVICE ORDER MANAGEMENT

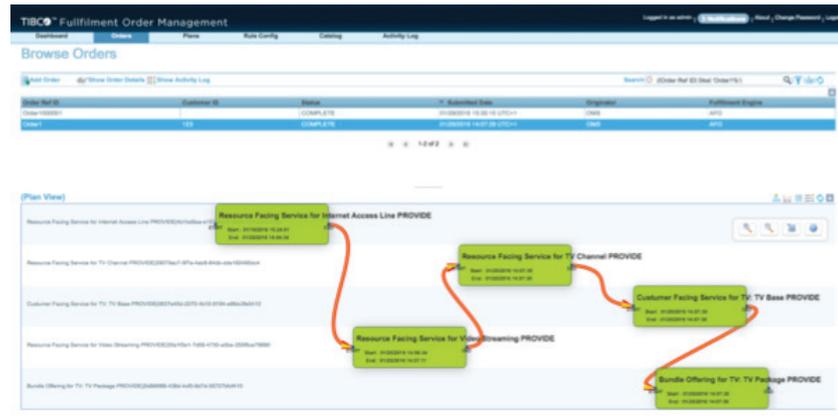
TIBCO Fulfillment Order Management accurately and efficiently automates the end-to-end lifecycle of customer orders received from order entry or from a configure-price-quote (CPQ) application.



Complete management of orders from capture to fulfillment.

It includes order establishment, capture, validation, decomposition, optimization, and orchestration. It interacts with TIBCO Fulfillment Catalog to decompose product orders into service order logic, which can be transparently provisioned by TIBCO Fulfillment Provisioning. It:

- Automates intelligent order capture through an offer and pricing engine, which provides real-time checks on availability, dependency, hierarchy, and order validation
- Dynamically decomposes customer orders into plans of execution
- Handles fulfillment plan orchestration and jeopardy management
- Makes customer order in-flight changes and service order cancellation, suspend/resume, and repair steps



Visualize and track order fulfillment execution.

The screenshot shows the 'Edit Rule' interface in TIBCO Fulfillment Order Management. At the top, there's a navigation bar with 'Dashboard', 'Orders', 'Plans', 'Rule Config', 'Catalog', and 'Activity Log'. Below this is a search bar and a table of rules. The table has columns for Rule Name, Rule Group, Description, Status, Creation Timestamp, and Last Update Time Stamp. Two rules are listed: 'rule2' and 'rule1', both in the 'Jeopardy' group and 'active' status.

Below the table, the configuration form for 'rule1' is shown. It includes a 'General' tab with fields for Name, Description, Status, Status Changed, Created On, Run on Error, Run on Failure, Event Type, and Event Group. The 'Event Type' is set to 'Plan Jeopardy'.

Configure jeopardy management rules with no coding.

SUBSCRIBER INVENTORY

The subscriber inventory feature provides a master repository for managing products and service entitlements activated for subscribers. It is integrated into the rest of the suite to provide subscriber data.

The screenshot shows the 'Inventory Item' interface in TIBCO Fulfillment Subscriber Inventory. It features a sidebar with navigation options: Home, Items, Parties, Locks, Users, Roles, Bulk, and Logout. The main area displays a table of inventory items with columns for ITEM NAME, ITEM ID, ITEM TYPE, PARTY ID, ITEM STATUS, and CREATED. The table lists five items: Fixed Telephony Package, Internet Package, Mobile Package, TV Package, and Quad Play Bundle, all with an 'Active' status.

Subscriber Inventory is an API-enabled master of subscriber entitlements.

HIGH-PERFORMANCE PROVISIONING

TIBCO Fulfillment Provisioning automates the end-to-end lifecycle of service orders received from TIBCO Fulfillment Order Management and other customer applications. Using high performance, multi-threaded parallel execution, it provides low latency for order validation, decomposition, and orchestration into logical resource orders and failure-resilient network activation. In addition, it provides a configurable, easy-to-upgrade network and OSS connectivity with a large library of domain protocols.

CAPABILITIES PROVIDED BY OTHER TIBCO PRODUCTS AND PARTNERS

DATA INTEGRATION AND API MANAGEMENT

Fulfillment Orchestration Suite includes off-the-shelf APIs that are ready to integrate. In addition, TIBCO's industry leading products can help you easily comply with TMF API requirements:

- TIBCO ActiveMatrix BusinessWorks™ automates exposing required data and methods from legacy systems through APIs. TIBCO integration is now available in a container edition and in the cloud as TIBCO® Cloud Integration.
- TIBCO Mashery® provides automated API administration and policy enforcement.

ORDER AND INVENTORY ANALYTICS

TIBCO Spotfire® provides business and operational users a powerful visual representation of your business performance. Layer it on top of the TIBCO Fulfillment Orchestration Catalog, TIBCO Fulfillment Order Management, and TIBCO Fulfillment Subscriber Inventory data to make intelligent high-ROI-impact decisions.



BIT2WIN CPQ

Bit2Win is a Salesforce.com-native, easy-to-use CPQ solution for the total digital management of sales processes and commercial offers for the Telecom, Media, Utility, and Automotive sectors. Bit2Win staff are trained in Fulfillment Orchestration Suite and have performed proof-of-concepts integrating ActiveMatrix BusinessWorks and Fulfillment Orchestration Suite throughout the order management lifecycle.

AVAILABILITY

Fulfillment Orchestration Suite can be deployed on premise or as a cloud service through one of our managed solution partners. It has been implemented by leading global systems integrators such as Accenture, ATOS, Cap Gemini, CGI, Infosys, New Energy, Qvantel, Tech Mahindra, and TMNS. Fulfillment Orchestration Suite products are resident in more than 80 CSPs and media companies in Europe, the Middle East, Asia, and Australia.



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TIBCO Software empowers executives, developers, and business users with Fast Data solutions that make the right data available in real time for faster answers, better decisions, and smarter action. Over the past 15 years, thousands of businesses across the globe have relied on TIBCO technology to integrate their applications and ecosystems, analyze their data, and create real-time solutions. Learn how TIBCO turns data—big or small—into differentiation at www.tibco.com.

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