

# Streamline Fulfilment and Accelerate Order Fulfilment for Telecoms

*Order management simple and fast. Track and activate every order from quotation-to-cash. Empower your project managers and technical teams with powerful tools. Automates away manual repetitive work.*

## Challenges of Traditional Order Processes

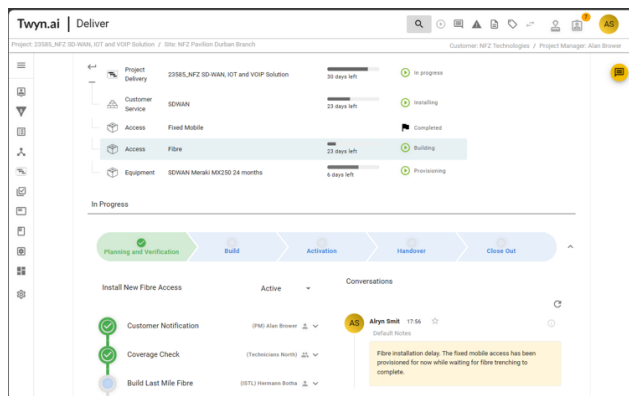
Service delivery in the telecommunications and ISP industries is becoming increasingly complex. As CSPs build layers upon layers of processes and systems to support their products, these systems become constraints, resulting in slow and inflexible service delivery with high-order fallout. This puts pressure on people to fill in the gaps, leading to growing operational expenditure costs. As a result, CSPs become constrained and unable to respond to business goals such as creating new products, improving quality, increasing speed, and lowering prices.

## Revolutionizing Telecom Order Management

The conventional order management systems no longer meet the dynamic needs of modern telecom providers. Twyn introduces a streamlined, automated approach to order lifecycles, integrating core functions such as inventory management, project oversight, customer and field service operations, and service quality assurance into a single, unified platform. Twyn's platform empowers telecom providers to quickly introduce new services, catering to the increased volume and complexity that come with next-gen offerings. By offering complete visibility and traceability throughout the order lifecycle, Twyn ensures precision, minimizes errors, and solidifies customer satisfaction through dependable service fulfilment, enhancing the efficiency of service agents and reducing the cost-to-serve.

## Capabilities and Features

Twyn presents a fully-featured Order Management System (OMS) designed to address the most complex challenges in order management. This sophisticated platform serves as a commercial and technical order orchestration tool, adept at driving orders through meticulous validation, decomposition, dynamic workflow management, and fulfilment orchestration.



The platform is equipped with built-in analytical tools that provide immediate insights into performance and processes. This functionality is pivotal for telecom professionals as it aids in identifying and resolving bottlenecks and potential points of failure, thereby minimizing costs and maximizing customer satisfaction. Twyn's data-driven approach simplifies the management of both new and legacy services, significantly reducing complexity, costs, and time-to-revenue.

## BENEFITS

### Right First Time

Dramatically improve accuracy in order delivery and reduce fallout.

### Time to market

Significantly reduce time-to-market for new products and services.

### Automate

Implement zero-touch automation to replace costly, manual interventions.

### 360 Degree Visibility

End-to-end tracking of orders from receipt to fulfilment with real-time progress notifications.

### Realize revenue faster

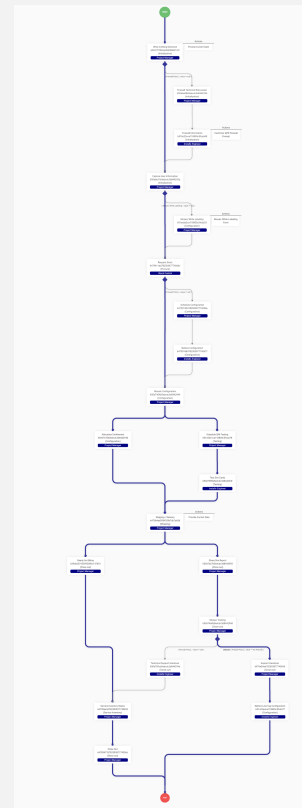
Shorten time to revenue and reduce cost, while preventing fallouts, with automated workflows that deliver better visibility and tracking across the full order lifecycle

### Ensure customer success

Make order management more reliable with an end-to-end view of the order fulfilment journey, so you can improve customer lifetime value, increase efficiency, and lower the cost to serve.

### Data driven workflow

Simple drag and drop configuration.

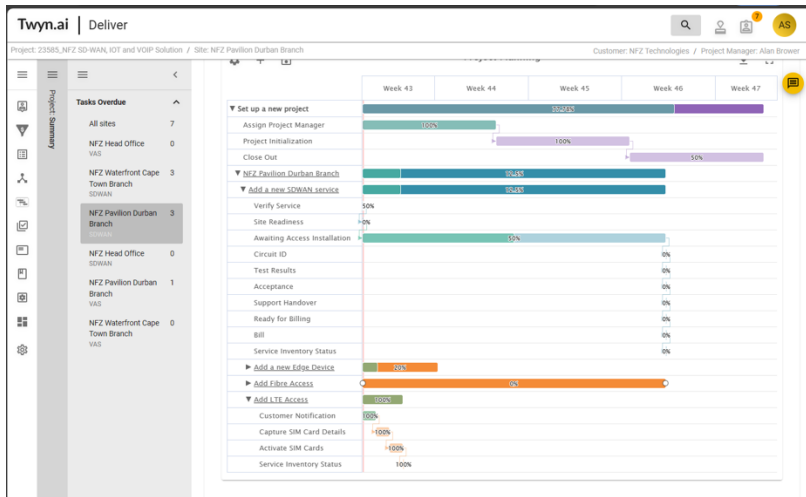




Twyn's OMS ensures transparency, agility, and empowerment, restoring control to telecom professionals. The system's user experience is paramount, offering an intuitive interface that is straightforward to navigate. With Twyn, users gain end-to-end visibility into the customer delivery experience, including real-time order status, order flow positioning, and a comprehensive log of actions taken on each order.

The platform enhances communication with customers, providing updates at every step via their preferred communication channels. This level of transparency and responsiveness fosters trust and strengthens customer relationships.

Twyn also integrates features from both project management and workflow automation to cater to the diverse nature of telecom orders. Whether it's a complex B2B order for an SD-WAN service across multiple sites or a simple broadband wireless internet setup for a home, Twyn adapts to the task. The platform's powerful project management tools, including Gantt charts, risk assessment, and stakeholder management, enable project managers to deliver network and ICT solutions effectively, enhancing the customer experience.



Moreover, Twyn's workflow capabilities are robust and data-driven, supporting both automated and manual tasks. Tasks can be assigned to groups or individuals, providing clear visibility into team workloads and ensuring that Service Level Agreements (SLAs) are consistently met. This blend of project management and workflow automation positions Twyn as a versatile and indispensable tool for telecom professionals seeking to streamline their order fulfilment processes.

## Features of Twyn Telecom Order Management System:

**Multi-System Integration** Twyn seamlessly integrates with multiple quoting and CRM systems, enhancing customer relationship management and streamlining order processing.

**User-Friendly Configuration:** Customize workflows effortlessly with an intuitive drag-and-drop interface, empowering users to tailor the system to their specific needs.

**Efficient Data-Driven Workflows:** Twyn employs data-driven workflows, optimizing order processing for accuracy and efficiency, ensuring the right actions are taken at the right time.

**Complex Order Handling:** Twyn excels in breaking down complex orders into manageable components, simplifying execution and ensuring successful fulfilment.

**Order Orchestration:** Seamlessly sequence tasks and interactions, especially with third-party fulfilment systems, such as logistics, workforce, inventory, and billing, ensuring precision in execution.

**Manual Workflow Support:** Twyn caters to manual workflows, enabling collaboration between teams and individuals when human interaction is essential.

**Streamlined Approvals:** Twyn offers an elegant approval management system, simplifying and expediting authorization.

**Task Automation:** Automate repetitive tasks, reducing manual intervention and enhancing operational efficiency.

**Real-Time Visibility and Tracking:** Monitor order progress at every step with real-time tracking, ensuring transparency and informed decision-making.

**Enhanced Collaboration:** Promote effective communication and collaboration among stakeholders, ensuring all interactions are visible and transparent.

**Third-Party Integration:** Facilitate coordination with third-party suppliers and field staff, ensuring seamless order fulfilment.

**Document Management:** Twyn provides a powerful document storage system, simplifying access and management of order-related documents.

**Electronic Document Signature:** Use electronic document signatures to streamline processes.

**Customizable Workflows:** Easily configure and tailor workflows to meet specific business requirements and ensure seamless operations.

**Efficient Work Routing:** Twyn efficiently routes tasks between teams and individuals, ensuring optimal resource allocation.

**Legacy Data Transformation:** Connect and transform legacy data seamlessly, facilitating a smooth transition to modern business processes.

**Data Cleanup Assistance:** Assist in cleaning and organizing legacy data as new processes are implemented, reducing data-related challenges.

Twyn Telecom Order Management System brings together these features to provide a comprehensive and efficient solution for order processing and management, meeting the diverse needs of telecom businesses and enhancing customer satisfaction.

Dive deeper into the capabilities of Twyn and learn how it can transform your telecom service delivery at <https://twyn.ai/order-management/>

We would love to help you transform your business!



Twyn is proudly produced by Jurumani Solutions. Please contact us, we are ready for exploratory discussions or demonstrations.

Jurumani delivers impactful solutions to telecoms service providers and ISPs that help you better engage customers, build services and grow revenue.

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