

# SSI - Sales System Improvements

## CLIENT

A Leading Telecom Service Provider serves close to 174 million customers across 5 continents.

## BUSINESS CHALLENGE

A few challenges with the existing system were:

- Absence of an accurate Sales Calculator for calculating the expected profitability for deals
- Non-existence of an automated workflow for getting deals approved by the appropriate people
- No mechanism for automatic generation of proposals/ quotes and contract documentation
- Lack of a document management facility
- Lack of reporting capabilities.

## How THBS Helped

Torry Harris Business Solutions implemented a "Sales system Improvements (SSI)" solution which provided convenience to capture the data relating to a customer and the associated "deal", to the Business Customer Development (BCD) team. It consisted of a calculation engine to weigh up the viability of a deal.

The key features of the solution were.

- Enabling the creation of a variety of documents from Quotes through to Contracts at various stages throughout the lifecycle of a deal, automatically managed and stored.
- Allowing a facility for non-contract documents, for example, Purchase Orders, to be associated with a particular customer's record and stored.
- Providing users with reporting facilities.

The source system consists of transferring data (for new deals, mid term additions, goodwill credits, contract amendments & re-signs) on a daily basis into a folder upon the source system server, where it could be picked up and transferred to the public interface server.

The role of THBS was to introduce a new process to pick-up and process these files, apply suitable business transformations and load the data into the Operational Data Store and DWH to facilitate reporting as per business objects.

## CLIENT BENEFIT

**"Reduced process Overhead, Accurate calculations around profitability and increase in the probability of deal closure"**

## TOOLS AND TECHNOLOGIES

Software: Ab initio, Netezza

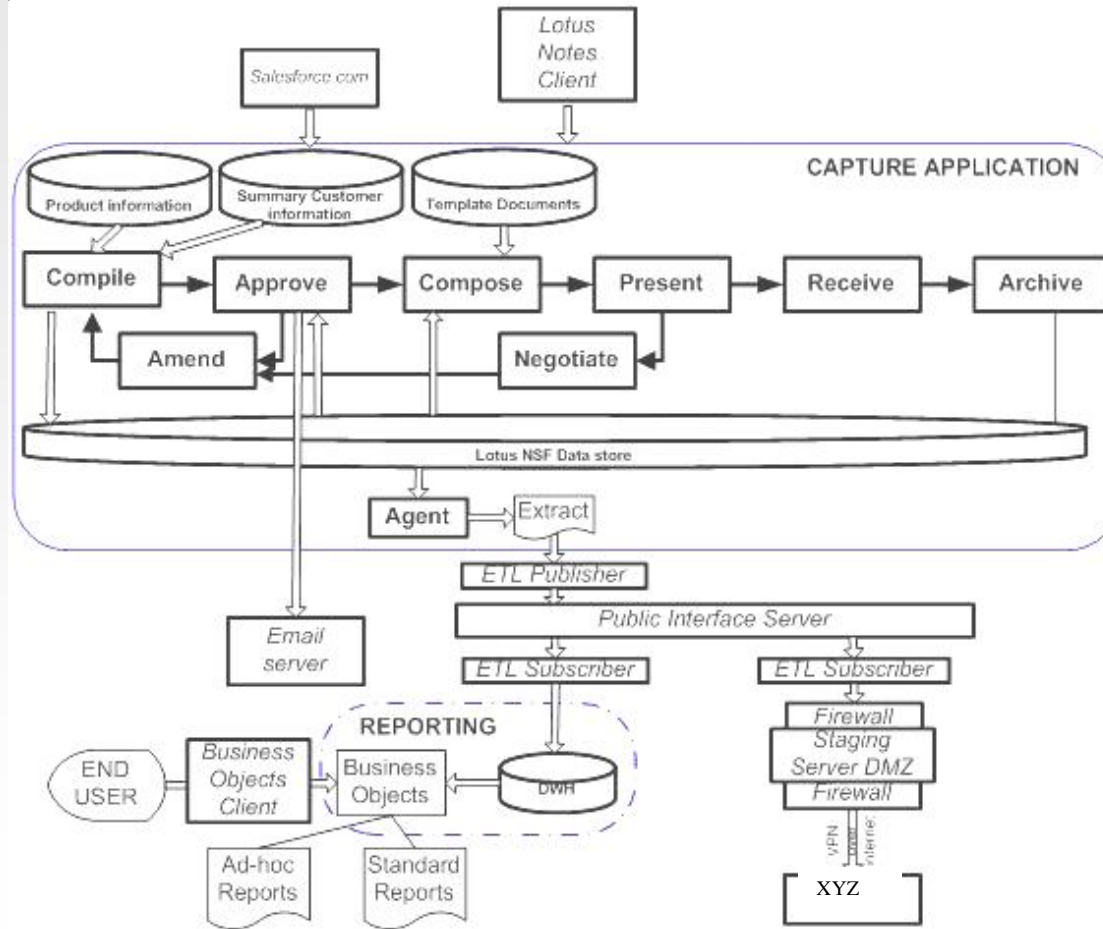
Database Server, UNIX Shell Scripts

Hardware: SunOS

## KEY HIGHLIGHTS

- Replacement of the CAM and DA financial modelling mechanisms
- Overhaul of the financial data entry interfaces to be more intuitive
- Extension of the data entry to include aspects other than financial
- Validation of correctness and completeness on data entry
- Integration of the financial data, and others, into a work flow process for approvals
- Automatic generation of draft documents
- Reporting on financial data

## High Level Architecture



## METHODOLOGY

The following activities were conducted by the THBS team:

- Interaction with Source system
- Architectural Analysis
- Detailed Design
- Development and Unit Testing
- Integration Testing
- User Acceptance Testing