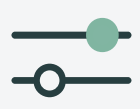


Scaling up order management and service assurance on one platform



Telecom customers increasingly expect seamless, automated experiences. But today's order management approach doesn't meet the needs of modern communications service providers (CSPs)—or their customers. Instead, they're plagued by:



Multiple legacy systems



Siloed teams, systems, and applications



Manual, error-prone processes



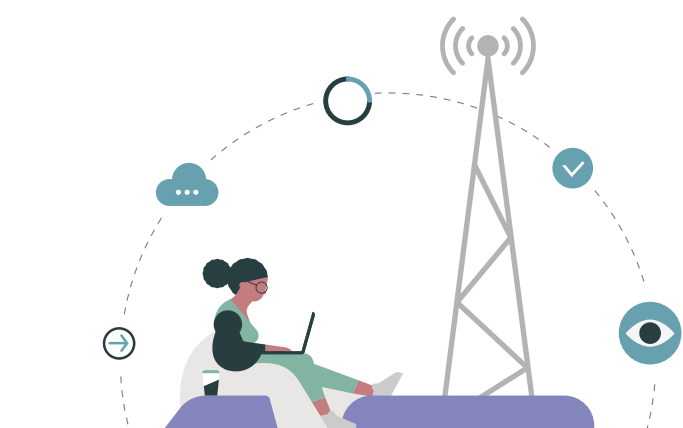
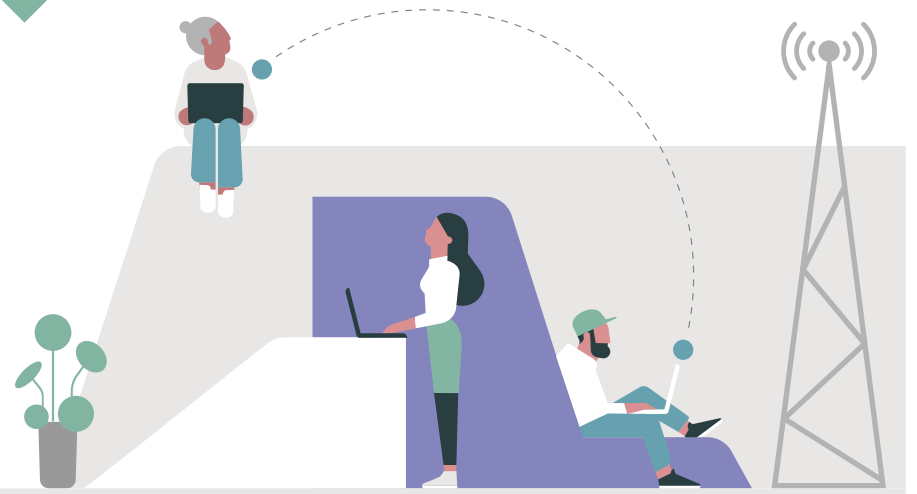
Slow product launch timelines

THE ANSWER?

Large-scale digital transformation that leverages your legacy infrastructure to unite and streamline a complex partner ecosystem.

Enable faster transformation

Building an interoperable, industry-aligned, and proven infrastructure enables CSPs to unite all systems—across CPQ, product catalog, fulfillment, and billing—without ignoring recent investments.



Launch services faster

Using proven models, templates, and automation helps CSPs quickly and efficiently launch and fulfill higher-margin, next-generation service offerings—and speed up time to revenue.

Assure service delivery

Seeing the order process through to service delivery not only ensures CSPs delight customers (for improved lifetime value), but also provides better support and visibility to employees and partners.



SERVICENOW & IBM

Order Management for Telecommunications

Balancing speed and complexity with experience takes an innovative and agile approach—and the infrastructure to build, launch, and deliver complex services in a quick and efficient way.

IBM and ServiceNow help leading global CSPs understand and modernize their legacy infrastructure. With a single workflow engine, it's possible to transform order management business models, and shift to fulfilling and assuring services on one platform.

→ FIND OUT HOW