AFFINITY FULFILMENT

Once a prospect has been converted to a customer Affinity Ordering provides a structured framework to take the sale through the delivery process, from internal approval to integration with a fulfilment and provisioning process to track the implementation of the sales order through to billing. A letter generation capability allows contracts, order forms and communication letters to be generated and sent to customers or internal implementation teams.

Affinity has full provisioning integration capabilities with some of the largest carriers including Openreach (WLR), mobile integration with Vodafone, O2, Transatel and Telenor plus a range of other provisioning options including LLU and CPS providers. In addition, Affinity can integrate with hardware suppliers for direct fulfilment of orders to end customers. For customers managing Field Engineers, Affinity provides a range of tools to manage appointments, and for engineers to view and track their job activity via web-based tools.

FUNCTIONALITY

ORDER PROCESS MANAGEMENT
- Create order from opportunity
- Generate order documentation

INTEGRATED WLR3
- Full TPI integration with Openreach for wholesale line rental provisioning and assurance
- Fully integrated with billing system for creation of charges without the need to re-key

INTEGRATED CPS PROVISIONING
- Supported providers

MOBILE ORDER ENTRY SYSTEM (MOES)
- Full provisioning integration with Mobile Service Providers (Vodafone, O2, Transatel, Telenor)
- Fully integrated with billing system
- Tariff package management
- Kit fund management

HARDWARE AND MAINTENANCE MANAGEMENT
- Store hardware and equipment against a customer
- Record supplier details and associate supplier(s) with hardware items
- 'Stock' maintenance contracts or create from scratch
- Flag hardware as maintained or non-maintained
- Raise ticket against hardware items
- Generate supporting documentation with equipment details associated with a ticket
    - Quote Sheet
    - Job Sheet
- Integrated billing of equipment and maintenance

SUPPLIER INTEGRATION
- Integrate the Affinity order management process with supplier systems to check stock levels and place order with the supplier

ENGINEERING MANAGEMENT
- Capture information about engineers, including skills
- Assign required skills against appointment types
- Book engineer appointments (integration with Outlook calendar)
- Assign engineers to appointments based on matching skills
- Track engineer activity (e.g. time on site)
- Engineer login to WebPortal to view appointment lists and record appointment details
    - Includes facility to capture job sign off signature via a compatible device