SIGMA

NEXT DONE NOW™

Product Brief

Sigma**Order Management**™

Eliminate ordering disorder to precisely deliver the services that customers purchase.

In today's increasingly volatile digital environments, many service providers resort to piling delivery stack upon stack as they widen their portfolio, open new markets and offer more varied and complex service combinations. The result? Processes get more convoluted, order turnaround times lengthen, failed orders pile up and time-to-deliver for new services gets longer – all taking a massive toll on operational costs and customer satisfaction.

Sigma Order Management is the commercial and technical order orchestration and fulfillment management product that eliminates points of order failure, minimizes fulfillment costs and maximizing customer satisfaction. Deployed in the cloud or on-premise, Sigma Order Management gives service providers valuable, catalog-driven fulfillment capabilities.

Configurable Workflows
Replacing hardwired 'spaghetti' workflows for every service with re-usable tasks and sub-flows that can be used to deliver multiple products and bundles.

Über-orchestration
A unified platform that bridges digital and legacy services and supports both simple consumer and sophisticated enterprise products.
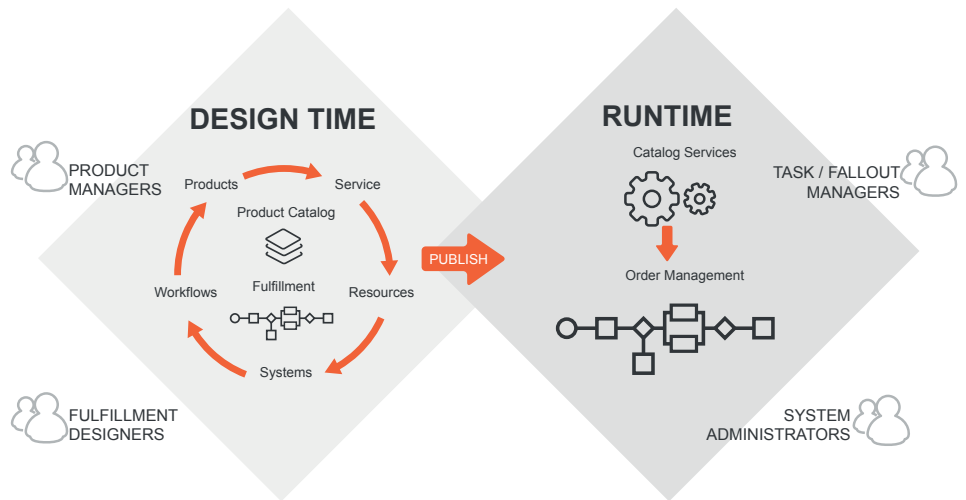
Fully-transparent Visualization
Keep a complete and detailed view of fulfillment design and run-time execution for easy, hands-on management of the service environment.

CREATE

SELL

DELIVER

Sigma Order Management

Working from pre-defined and pre-validated product and service components to deliver the customer order, Sigma Order Management greatly improves the speed, consistency and accuracy of order execution, leading to much lower order fallout rates and a reduction in costly re-work.

Recognizing the customer's service context – the services, devices and equipment that may already be installed and active – improves the customer's experience of the fulfillment process and the service, leading to happier customers, higher lifetime value and visible positive effects on NPS and other customer experience metrics.

DESIGN TIME

PRODUCT MANAGERS

Products · Service
Product Catalog
Workflows · Fulfillment · Resources
Systems

FULFILLMENT DESIGNERS

PUBLISH

RUNTIME

Catalog Services

Order Management

TASK / FALLOUT MANAGERS

SYSTEM ADMINISTRATORS

Sigma Order Management Concepts

Benefits

Faster Time-to-Market
Sigma Order Management reduces time-to-market for new products through rapid and reliable process definition and re-use. Proven workflows and fulfillment logic can be easily reused, allowing new product offers and their fulfillment paths to be rolled out in hours or days rather than months or years, shortening time-to-market.

Reduced Costs
Sigma Order Management reduces costs using standardized workflow modelling practices, such as Business Process Model and Notation (BPMNv2), sample workflows and tools that emphasize configuration over hardwired code. It allows the optimal balance to be struck between automated processing and manual intervention depending on business and service needs.

Integration Ready
Sigma Order Management can be non-disruptively integrated into existing technology architectures over time - on a product-by-product basis, for example, or by channel, minimizing risk to customers, revenue or transformation planning.

How to Recognize Ordering Disorder

- Is order fallout costing your business millions of dollars per month?
- Can you configure workflow - or do new services always mean new code?
- Is your order 'architecture' just a spaghetti of hard-coded integrations?
- Are you defining workflows in multiple siloed systems and just hoping they all work together?

Better Customer Experience
Sigma Order Management is based on an enterprise catalog-driven approach that allows orders to be fulfilled quickly, accurately and consistently. Order tracking and potential fails are evident to CSRs and service managers, accelerating problem resolution and order completion rate, and minimising jeopardy to customer satisfaction.

Sigma**Create-Sell-Deliver**™

SigmaCPQ™
Cross-Market / Omni-Channel
Quote and Order Capture

SigmaOrder Management™
Commercial and Technical Order Über-
Orchestration and Fulfilment Management

SigmaPortfolio Inventory™
Installed Product, Service and
Resource Inventory Management

SigmaCatalog™
Commercial Product and Technical Service
Catalog and Lifecycle Management

SigmaProvisioning™
Network Service and
Device Activation

SigmaInsights™
Business and Operational
Data Analytics & Decisioning

Configured Dynamic Workflow Definitions

Created through a collaborative configuration environment, catalog-driven BPMN workflows are dynamically optimized at runtime for each order context, working with Sigma Catalog, the single open master product, service and resource catalog at both design-time and runtime.

Order Assessment

Pre-fulfillment order checks and procedures, including OSS/J JSR264 compliance, commercial rules compatibility, order decomposition and enrichment, customer-specific impact analysis and fulfillment process selection, supported by transparent decomposition views.

Order Fulfillment

Identifies the sequence and priority of tasks and external systems with which order management must interact to fulfil the order, further dynamically optimized using catalog-driven interest rules. Fulfillment processes and rules are based on BPMNv2 workflow logic defined at design time.

Supplemental and Cancellation Orders

Allows updates to in-flight orders to precisely meet customer requirements, intelligently handling all changes to workflow execution paths. Cancellations are supported by comprehensive roll-back of relevant external systems to their original state.

Order Handling and Tracking

Features and functions for handling and tracking orders in the system include support for long-running orders (over days or weeks), full workflow visualisation and drill-down, status tracking, order auditing, SLA monitoring and user-specific order grouping.

Error Handling and Fallout Management

Fallout processes can be handled automatically or by routing to specialist workgroups for manual handling, dependent on context.

Dynamic Workflow and Über-Orchestration

Sigma Order Management Workflow Design and Order Tracking

Sigma Order Management: Better order delivery for happier customers

Increase order accuracy – Delivering precisely to the customer's needs and recognizing the customer's existing service context is a vital contributor to overall customer experience and lifetime value.

Reduce order handling time – Reducing order turnaround improves both customer experience and time to revenue for the business. Sigma Order Management has been shown to reduce time to deliver by between 60 and 80%.

Reduce order fallout – Order fallout has a major detrimental impact on operational costs and customer experience (lowering lifetime value and NPS). Sigma Order Management has been shown to reduce fallout rates to an industry-leading less than 1 in 1,000 failed orders.

Shorten time-to-revenue – Rapid, catalog-driven workflow design minimizes delay between product concept and market launch.

Enterprises Trust Sigma Systems

SIGMA | Next Done Now.™

Sigma Systems is the original innovator in catalog-driven create-sell-deliver software products for communications, media, and high-tech companies. It serves over 80 customers in 40 countries with its award-winning products. The Sigma Create-Sell-Deliver Portfolio includes enterprise-wide Catalog, CPQ, Order Management, Provisioning, Portfolio Inventory and Insights products in addition to offering a core set of services including professional services, cloud services, and managed services. Sigma utilizes an agile approach to implementing its create-sell-deliver products for its customers. Sigma has offices in North and South America, Europe and Asia Pacific, with technology and integration partners globally.

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