

KESTE CAN HELP STREAMLINE YOUR SERVICE ORDERING AND FULFILLMENT PROCESSES WITH ORACLE'S TURNKEY TELECOMMUNICATIONS SOLUTIONS AND TECHNOLOGY.



ORACLE TELECOMMUNICATIONS SERVICE ORDERING (TSO)

Telecommunications Service Ordering (TSO) is a comprehensive solution that simplifies the ordering process and provides a detailed 360° view of a customer's ordering activities of all products and services available. It also supports the ability to design and redesign existing service configurations in real time.

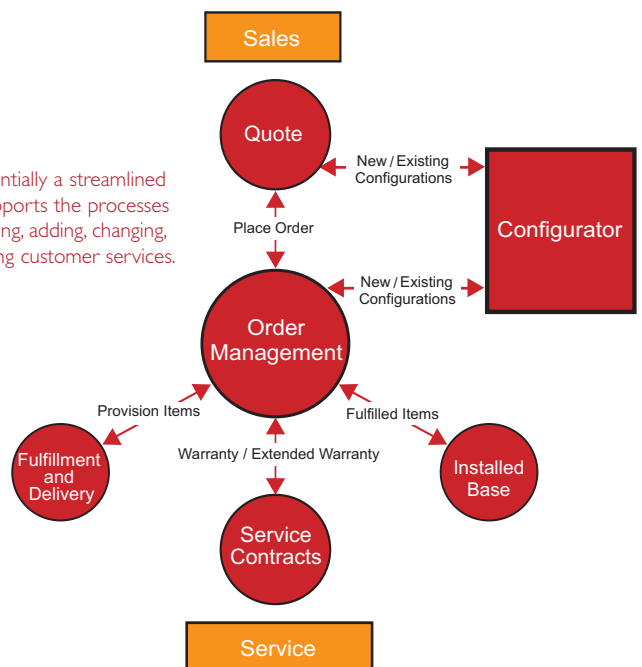
We have several years of experience working with major telecom companies and enterprises for whom sales and service ordering are vital functions. Keste experts are highly effective in helping communications customers leverage existing Oracle assets to develop their next generation Service Ordering Platform.



BENEFITS

- Allows a centralized view of the customer, including the installed service configuration.
- Offers a 360° customer view of products, services, contracts and service agreements, and other entitlements.
- Provides the ability to restore, reconfigure and re-price an existing service configuration.
- Implements best practices in the sales and service ordering and improves enterprise-wide visibility into the ordering process.
- Increases customers' flexibility in ordering products and services. Helps in achieving substantial returns.

The TSO is essentially a streamlined process that supports the processes involved in moving, adding, changing, and disconnecting customer services.



SERVICE DELIVERY

By using Oracle's Service Delivery Platform (SDP), Keste enables the rapid development, deployment and management of lucrative next generation IP-based services. SDP is a natural extension of Oracle Fusion Middleware into the delivery arena. Built on standards and leveraging Oracle's industry-leading middleware technology and Unbreakable Grid infrastructure, the Oracle SDP brings Service Oriented Architecture (SOA) technologies and methodologies to the service delivery environment.

The rich set of out-of-the-box enablers combined with a comprehensive framework for service creation allow service providers to generate revenue today while preparing for the content and services of tomorrow.

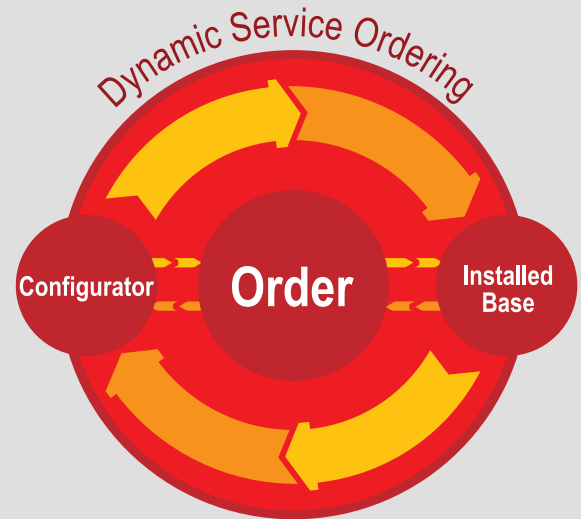
In addition, SDP opens up the network to a vast community of services and developers without sacrificing the management, security and control necessary to deliver the quality of service expected.*

FEATURES

- The TSO is a streamlined process. A functionality in Oracle Applications that supports the processes involved in moving, adding, changing, and disconnecting customer services.
- This process contains a master repository called the Installed Base that maintains all recent product updates.
- The Installed Base also tracks the complete life cycle of an item and provides product information such as location, status, etc., right from order creation to order fulfillment.
- This automated process has the ability to span across various other Oracle Applications.
- Each Application has a set of functionalities that when employed collectively enable the TSO solution including:
 - > Oracle/Siebel CRM
 - > Oracle Order Management
 - > Oracle Configurator
 - > Oracle Installed Base
 - > Oracle Service Delivery Platform (BPEL, SOA, Fusion Middleware)

DYNAMIC SERVICE ORDERING (DSO) for all Industries

Keste goes beyond the telecommunications sector. Keste has proven repeatedly the effectiveness and performance of TSO as a universal basis for true DSO across multiple industries.



Keste delivers DSO leveraging the Installed Base as the repository and integrating order management and Configurator to create a 360° view and processes for service delivery.

keste \ kest \ n. [old world language derivative]:

A culture that is mobile, productive, and effective.

That's our philosophy and it's the core of our solutions that power your company's productivity anywhere and everywhere.

ENGAGING KESTE

Keste takes a long range view of your solutions and delivers agile, high impact projects that are quick, measurable, and effective. Our implementations are purposefully lean so they can be achieved efficiently and at the same time offer operational readiness.

Visit us at www.keste.com to learn more.

*SOURCE: www.oracle.com, 08/2006

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