Press Release 11-2012

Orga Systems launches Order2Cash solution

Advanced customer care, order fulfillment, convergent billing and financial management in one

Paderborn (Germany), 27 February 2012: Orga Systems is extending its product portfolio by enhancing its customer experience offerings through OS.Order2Cash which uniquely combines the benefits of advanced real-time billing with catalog-driven end-to-end lifecycle business process and systems management. The solution includes comprehensive Customer Care features for commercial and technical Product and Order Management. Catalog-driven end-to-end order orchestration with a single convergent real-time billing environment for all; products, services and customer segments enables Communication Service Providers (CSPs) to improve their business agility and delivers competitive market advantages.

Building the foundation for efficiency

OS.Order2Cash increases efficiencies for rapid service and product creation, order capture and order execution, enabled by ConceptWave technology. It manages and automates the complete lifecycles of orders, products, customers and billing accounts in an exclusive end-to-end solution. In addition to proven real-time charging and billing, OS.Order2Cash enables fast and efficient invoicing - including bill formatting and rendering. As an end-to-end solution for billing and order orchestration, OS.Order2Cash provides the ideal basis to reduce customer complaints, minimize billing errors and to prevent revenue leakage.

Increasing customer satisfaction through real-time information

This unified approach to order management and billing enables real-time information processing and improved interaction with the customer. It provides an instant, personalized and complete view of customers' historic and current orders, bills and accounts – including up to date information for postpaid customers. OS.Order2Cash can present real-time information that is relevant and identical across all channels. In addition it helps CSPs to execute advanced customer service policies to aid segmentation and also to ensure correct product compatibility.

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Learn more about Orga Systems' Order2Cash and meet us at the MWC 2012 from February 27th – 01st March in Barcelona at Hall 8 Booth 70, main aisle.