

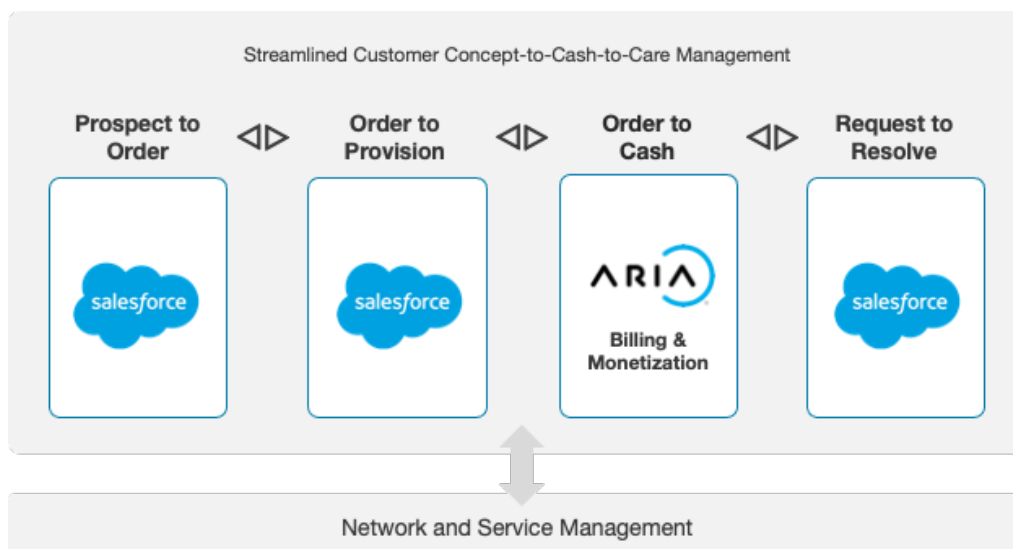


## SaaS Communications Order Management

### Salesforce and Aria

In preparing for software-defined 5G networks, Communication Service Providers (CSP) are radically adapting their BSS architectures to streamline and automate customer order management in the zero-touch digital era.

Aria and Salesforce have partnered to offer Communications Order Management from concept-to-cash-to-care, as a cloud-native SaaS solution for both legacy and next-generation services. Our combined multi-industry expertise creates an advantage for CSPs as they adapt, coordinate and verticalize with partners, enterprises, and channels using virtualized networks and cloud services for profitable revenue growth.



### Gain a business advantage in the coordination era



#### Strategic Growth

##### Diversify beyond connectivity

Multi-industry product catalog and marketplace expertise enables the convergence and launch of commercial offers containing telecom and non-telecom products at x10 faster TTM than legacy BSS.



#### Smart Products

##### Curate adaptive offers for complex products and packages

Reduce SKU explosion and build adaptive offers for definable services, partner products, and channel solutions powered by assisted and selfcare portals for B2X and B2B2X business models.



**Redefine The Billing Experience**  
**Intertwine ordering, using, and paying to improve revenue assurance**

Move beyond pre-paid/post-paid models and deliver a unified and interactive hybrid billing experience to improve collections by 70% and reduce assisted care by 30%.



**Lower BSS Total Cost of Ownership**  
**Gain cost advantages of SaaS**

Deliver up to 80% lower TCO than traditional billing and revenue management solutions. Reconnect costs-to-revenue. Automate software updates. Forget infrastructure. End the costly change request culture.



**Empowered To Automate**  
**100% Configuration Culture**

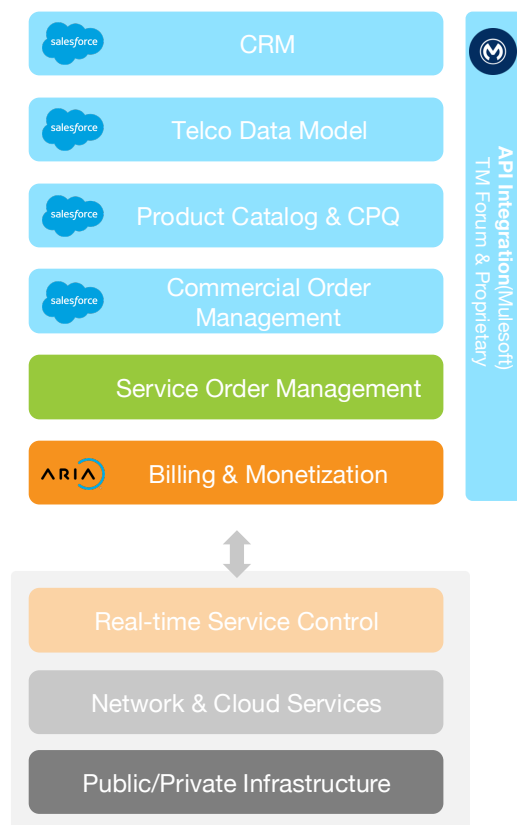
No-code business configuration enables agility in changing products, processes, and data needs. Open and secure data sharing enables a data- and AI-driven organization.



**Accelerate Everything**  
**Workflow and API Driven**

From taking new products to market to activating orders faster, streamline your entire business and partner ecosystem using our workflow and API-oriented architecture.

**Solution Stack and Capability Highlights**



- 360° Customer View
- Communications Industry Data Model
- Enterprise Product Catalogue & CPQ
- Contract Lifecycle Management
- Digital Commerce Gateway
- Commercial Order Management
- Complex Subscription and Usage Billing
- Near Real-Time Rating and Bill Generation
- Taxation and Payment Processing
- Dunning and Credit Management
- Partner Marketplace & Settlement Management
- Business Analytics & Intelligence
- ERP Integration
- Multi-Tenancy
- TM Forum Open APIs and ODA alignment
- Aria – Salesforce MuleSoft Adapter
- Accredited Partner for Service Order Management