Streamlined and Proactive Order-to-Payment-to-Care

ServiceNow and Aria

Communication Service Providers are actively shifting course to build a more agile, open and autonomous business and architectural foundation to capture opportunities driven by industry partnerships, adaptable networks and the connection of everything.

Aria has partnered with ServiceNow to deliver a flexible and autonomous Streamlined Order Management and Proactive Customer Care solution. Together, we empower business users to build, operate, manage, and optimize the order-to-payment to-care lifecycle (Figure 1). As a cloud-native application CSPs get the digital, cost, and operational advantages of a workflow, cloud and data-oriented platform.
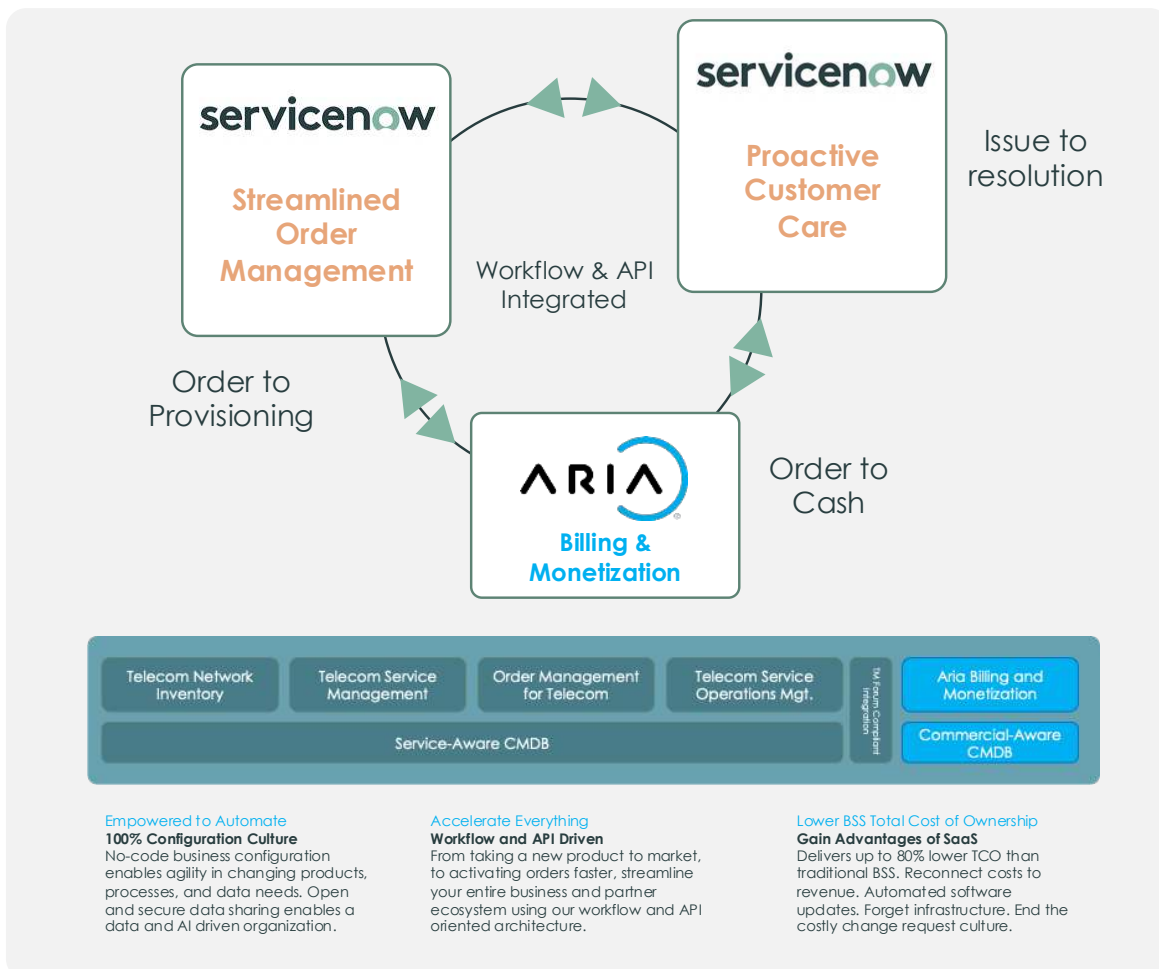

Figure 1 - Streamlined Order-to-Payment-to-Care from Aria and ServiceNow

Gain a business advantage in the coordination era

Time to market of new products and services is a critical factor for driving growth.
Streamlined Order to Payment Management capabilities (Figure 2) enables telecom providers to accelerate time to revenue by rolling out new services and business models faster than ever before. It consistently captures value and monetizes orders across all sales channels (telesales, online sales, field sales, digital channels, etc.). It then diligently orchestrates service orders across all fulfillment systems whilst keeping stakeholders informed – as a unified process.
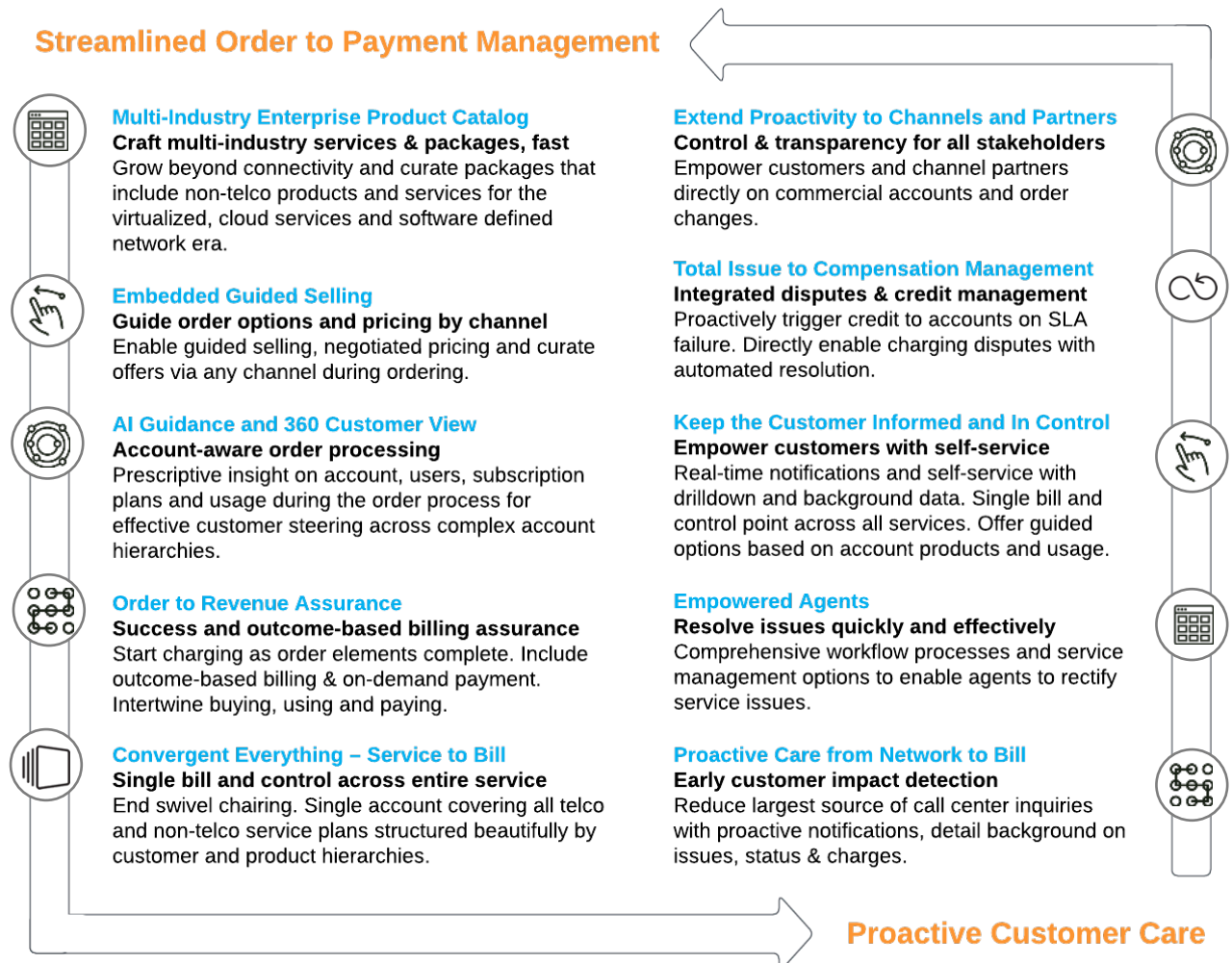
Streamlined Order to Payment Management

Multi-Industry Enterprise Product Catalog
Craft multi-industry services & packages, fast
Grow beyond connectivity and curate packages that include non-telco products and services for the virtualized, cloud services and software defined network era.

Embedded Guided Selling
Guide order options and pricing by channel
Enable guided selling, negotiated pricing and curate offers via any channel during ordering.

AI Guidance and 360 Customer View
Account-aware order processing
Prescriptive insight on account, users, subscription plans and usage during the order process for effective customer steering across complex account hierarchies.

Order to Revenue Assurance
Success and outcome-based billing assurance
Start charging as order elements complete. Include outcome-based billing & on-demand payment. Intertwine buying, using and paying.

Convergent Everything – Service to Bill
Single bill and control across entire service
End swivel chairing. Single account covering all telco and non-telco service plans structured beautifully by customer and product hierarchies.

Extend Proactivity to Channels and Partners
Control & transparency for all stakeholders
Empower customers and channel partners directly on commercial accounts and order changes.

Total Issue to Compensation Management
Integrated disputes & credit management
Proactively trigger credit to accounts on SLA failure. Directly enable charging disputes with automated resolution.

Keep the Customer Informed and In Control
Empower customers with self-service
Real-time notifications and self-service with drilldown and background data. Single bill and control point across all services. Offer guided options based on account products and usage.

Empowered Agents
Resolve issues quickly and effectively
Comprehensive workflow processes and service management options to enable agents to rectify service issues.

Proactive Care from Network to Bill
Early customer impact detection
Reduce largest source of call center inquiries with proactive notifications, detail background on issues, status & charges.

Proactive Customer Care

Figure 2 - Proactive and Streamline Processes

Customers subsequently expect great service through their channel of choice, and their Net Promoter Score is directly influenced by it. **Proactive Customer Care** capabilities (Figure 2) enable CSPs to improve customer satisfaction and loyalty while reducing the cost to serve by creating a seamless, digital and proactive experience across all channels. With ServiceNow and Aria, you get to the customer before they get to you.