



TELECOM
COMPANY

CASE STUDY – TELECOM COMPANY E-
COMMERCE OMS



1. Introduction

1.1 Document Purpose

The purpose of this document is the Case Study Documents.

1.2 Intended Audience

Telecom Company in GWC is one of the largest mobile phone network company in world. This document should help the business owners to verify that the expected business requirements are documented with correct understanding and is accurate and unambiguous.

2. Problem & Causes

- As Telecom Company in GWC is one of the largest network company in the world it require interface with the customers and their retail stores all over the world.
- Integration of OMS with Telecom Company in GWC online E Commerce stores.
- This can be possible only by using E Commerce and order management system.
- Telecom Company in GWC needs to accept the order, approve it and make it ready to ship.
- Telecom Company in GWC needs Virtual Inventory for the sake of accepting Pre-Orders.
- They are having difficulty in activation process of SIM cards.
- Document verification process found to be bulky and time consuming.

3. Solutions

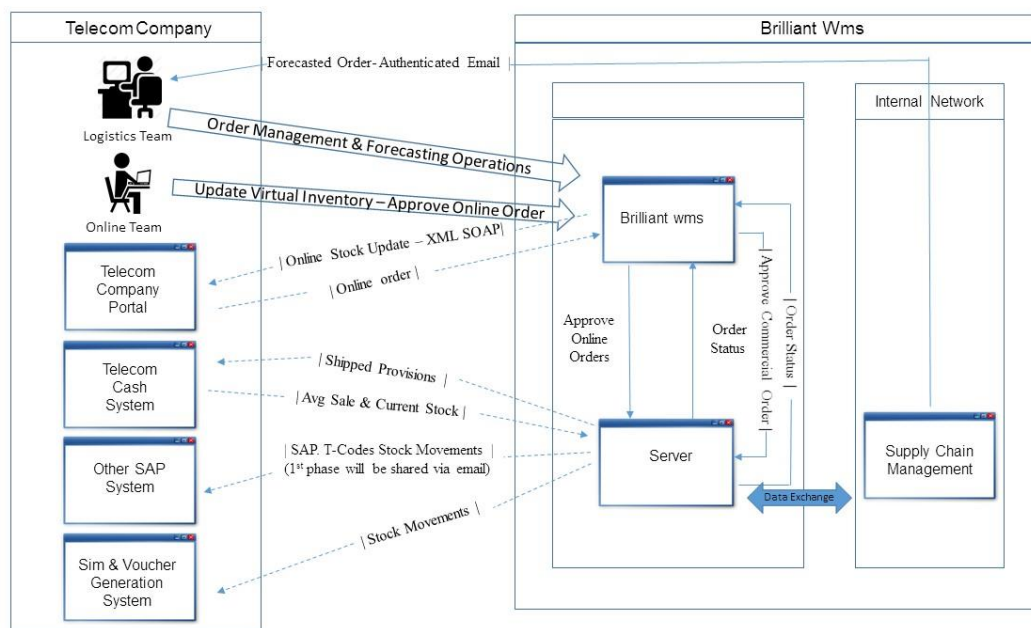
With the help of solution provided by Brilliant WMS Telecom Company in GWC user can update prepaid, postpaid, accessories and extra add-ons. Token reservation facility has been given to Telecom Company in GWC, in this process when the customer adds any SKU in to the cart then he see the pop up of he can final the order in few seconds if not finalized within specific time it will disappear. SKU enquiry is also possible to the customer by this interface.

3.1 OMS E Commerce Services:

OMS accept the order details from Telecom Company in GWC. qa online store, and instantly reserve the procured stock (accordingly, current online inventory shall be decreased). Once Telecom Company in GWC team approves an order, this order shall be transferred to Information for further processing. Once the order is ready to be shipped, Information will inform OMS to inform the delivery dispatcher for allocating drivers/trucks If the order is rejected, the reserved quantity shall be released instantly. (Accordingly, the current online inventory shall be increased). Telecom Company in GWC team should be able to access OMS and add Virtual Inventory for the sake of accepting Pre-Orders. The Integration between OMS and Telecom Company in GWC online store is SOAP XML Web-services.

3.2 E Commerce Service: Telecom Company in GWC is able to get SKU Detail Enquiry with the help of interface called as E Commerce. By using E Commerce they only need to enter order type with SKU ID and within few seconds they are able to see the name, description, price of that SKU with available balance. With the help of E Commerce Telecom Company in GWC can take the orders from their customers, as customer found it easy to see how many products are available, in stock, out of stock, costing, discount by this online interface called as E Commerce.



Integration Architecture :



3.0. Integrated Architecture of Telecom Company

3.3. OMS: Order Management System configuration allow admin to Configure Timer for Pre-Order and Business as usual order. Customer Master will have additional interface for Reason Code, which can be setup at customer and department level. New Field Reason type will be added for Rejection / Cancellation, New field Active / Inactive to be added. Department needs to be configured for Customer Analytics , If Customer Analytics is Yes the Approval Interface will have options to run the Business Analytics report. User Group Creation Setup need to be configured for adding new User Group.

Retail User will be assigned all or multiple location code and will be able to view & search Retail Order for E Commerce Department. This Retail User will be assigned ALL or multiple Location Code and will be able to View & Search Retail Order for E-Commerce Department and update Retail Order Status to Dispatch or Cancelled. In fulfillment of the order this retail user can see SIM Activation, Document Review and completion of its upload. This retails user can authorize the Pre Order Pending Physical Stock. User to be configure for Location All need to be store with Unique value which will tell User that

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This user have access all active Location , User can have ALL or Single Locations. It can set the approver and select the language for email template.

3.3 Virtual Stock: Virtual stock will be used for Pre-Launch Order. Admin will manually search for the SKU where Virtual Stock to be updated with the help of virtual stock management. This include import and export of virtual stock. It can be exported to Excel as per their requirements. Email template facility is also available in case of virtual stock.

3.4 DMS: We have provided DMS app for Delivery Management System requirement. OMS web application shows dispatch interface with receipt number. With the help of DMS driver can check customer location, SKU details, SKU availability. Driver can access delivery management app without internet for delivery proof.

3.5 Scheduler: It became easier for Telecom Company in GWC to send email notification automatically to the customer regarding rejected order, cancelled order and out for delivery.

4 Conclusion

Telecom Company in GWC is satisfied by using Order management system with E Commerce. Telecom Company in GWC is using the system without any problems. Telecom Company in GWC is able to get the customer as well as Retails Store interface online. Integration of OMS with E Commerce is very useful to Telecom Company in GWC.