

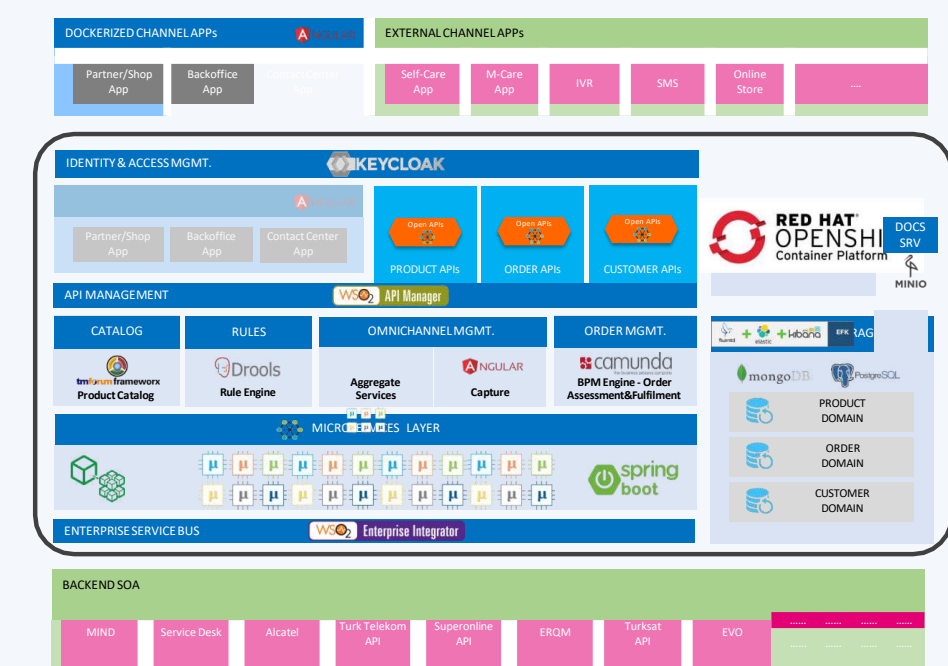
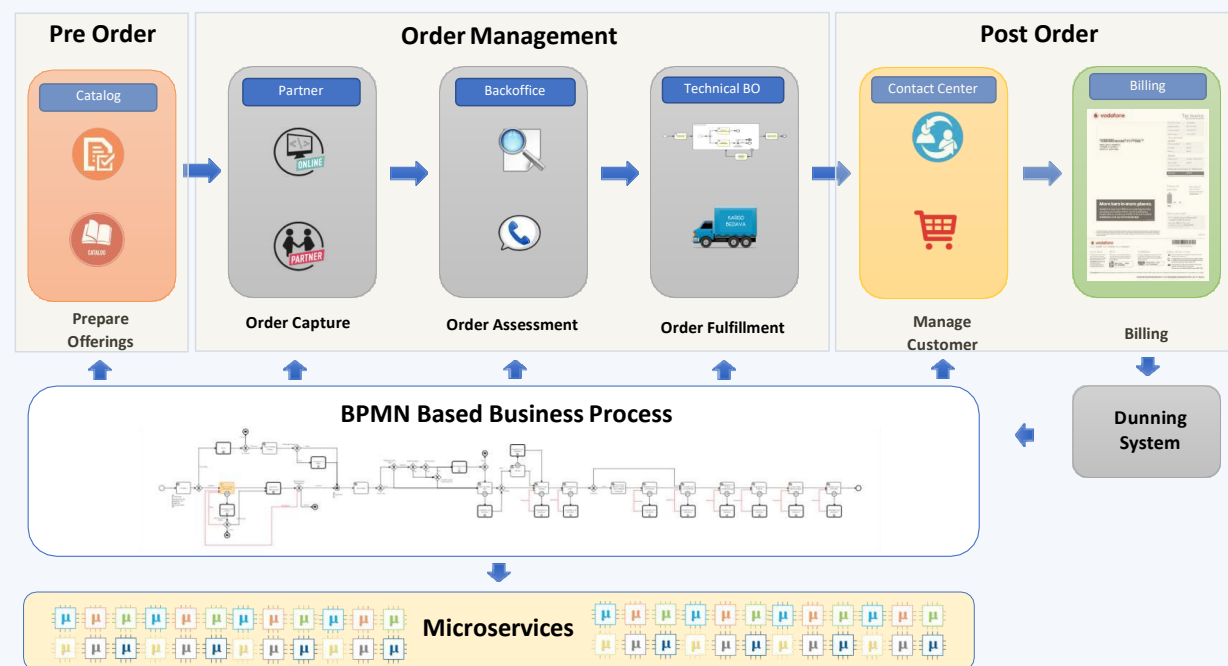
NEXT MODERNIZATION PLATFORM



JOURNEY AND SYSTEM

As a system, NeXT platform presents next generation technology stack focusing on cloud native platform, API exposure and new breed of security.

CATALOG DRIVEN ORDER MANAGEMENT



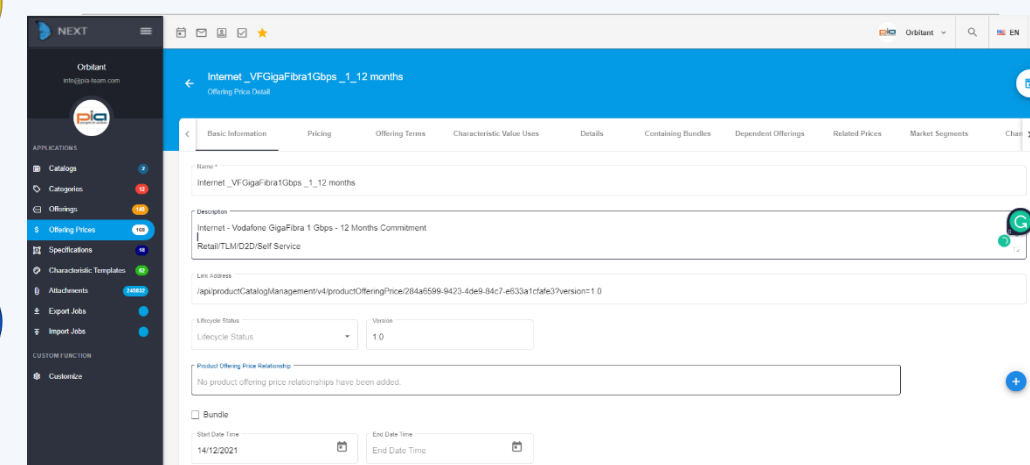
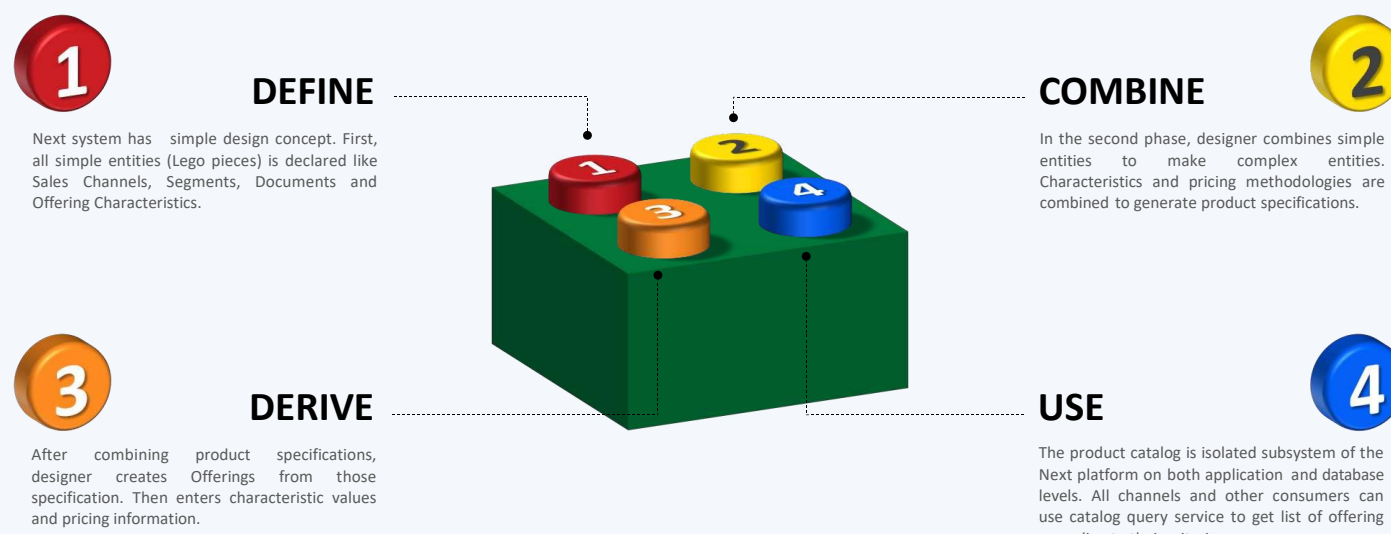
PREPARE OFFERINGS

One of the major components of NeXT platform is the Centralized Product Catalog. Users with the corresponding privileges can define new offerings (any product/services to be sold) and set both commercial and technical characteristics of the offerings. This functionality gives the users the full control over offerings and also provides flexibility to create many variants of the offerings via their parameterized context.

NeXT Platform has a Catalog Driven Order Management system which means a single Product Catalog has all of the product related data and this data is basis for the all order-related processes. Using a centralized product data during the whole order lifecycle guarantees consistency and makes the data management much easier, visible and maintainable.

Data model of NeXT Product Catalog is based on TM Forum's SID (Shared Information Data) Model which provides standardization for all information that flows between service providers. It reduces complexity in service and system integration, design and development by providing an off the shelf information model that can be quickly adopted by all parties.

LEGO BASED DESIGN

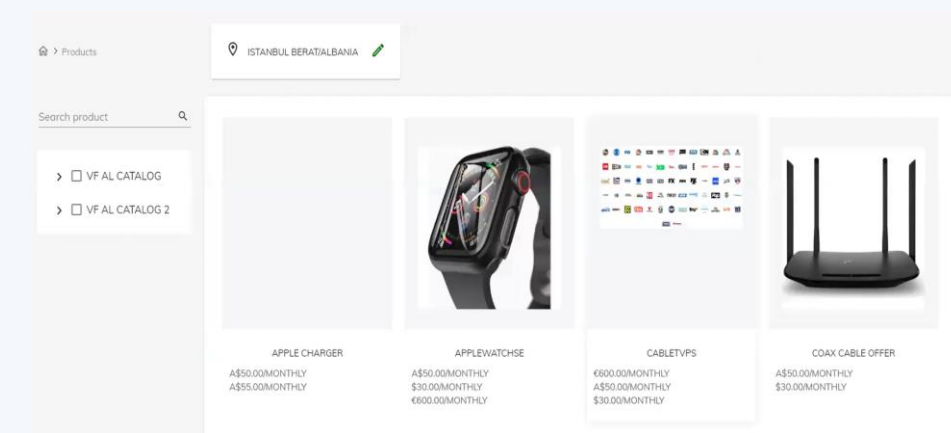


ORDER CAPTURE

NeXT platform serves a user-friendly and unified Order Capture which speeds up actions of the sales person agent who is trying to serve more customers in limited time inside a shop, store, partner, or just over sales web page. Partner application is the dealer/partner implementation of the order capture in a user experience designed manner.

In NeXT platform, Order process is separated into three major stages which are order capture, order assessment and order provision. Partner App has the execution responsibility of order capture. It includes partner dashboard, system queries and order management for dealers/partners.

ORDER ENTRY

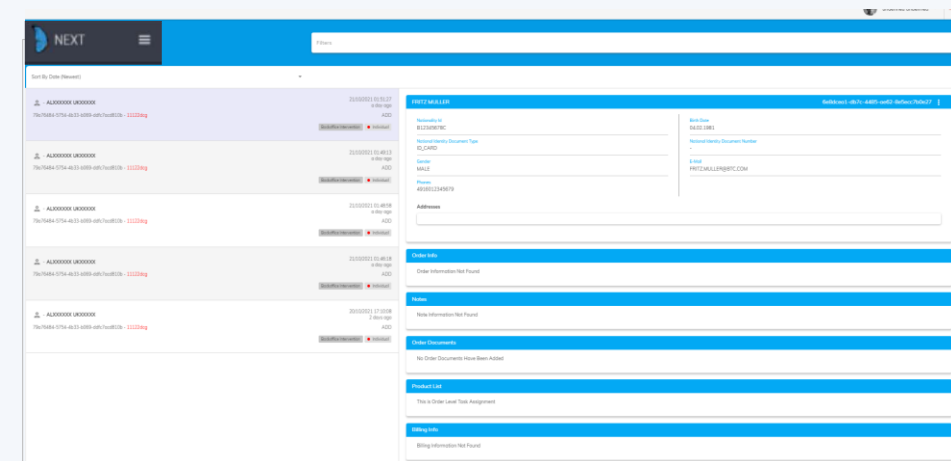


ORDER ASSESSMENT & FULFILLMENT

Backoffice App is focusing on order assessment stage of the order process implemented in NeXT platform. Order assessment is the approval and error checking process of the order which occurs before order provision to minimize the order fallouts.

Backoffice App can be customized to manage any order assessment action like document checks, address correction to customer facing actions. Multiple users/teams use Backoffice App to fulfill order assessment actions. The application supports push and pull mechanisms to claim processes for users and teams.

BPMN BASED PROCESSES



MANAGE CUSTOMER

NeXT Contact Center is a light-weight CRM that allows VFNET to manage customers' lifecycle, accounts, agreements and products. It provides 360 degree of view of a customer with specialized features for contact center agents.

Traditional CRMs are not specializing in stages of the order, so they are limiting different types of users like call-center agents, technical operation agent etc.

360 DEGREE VIEW

