

Wisor's Outsourced Provisioning Service (OPS)

Any carrier relying on services from wholesale suppliers today faces significant costs associated with order fallout, errors and other obstacles to the provisioning process. By utilizing Wisor's Outsourced Provisioning Service, carriers can reduce costs, enable quick entry into new markets or quickly add new services, improve data available for managing your operations, and reduce risks associated with internal provisioning.

Outsourced Provisioning Service supports the following order types:

- LSR
- ASR
- Number Portability
- LIDB/CNAM
- E911
- PIC/CARE
- TPV

Additional Capabilities include:

- Revenue assurance
- Entrance facility & inventory management
- Outage credit management (SLA)

Benefits

- ● Cost Avoidance through automation
 - Reduced labor, facility & overhead costs
 - Reduced order rework costs and fees
 - Reduced OSS costs
- ● Focus on your core business by freeing-up resources
- ● Flexibility & Scalability
- ● Faster Revenue Realization,
- ● Improved Customer Satisfaction
 - Faster order turn-up and customer billing
 - Reduced error and order fall-out
 - Improved tracking and customer communication
- ● Speed Time to Market for new products
- ● Improved Data and Reporting
- ● Reduced Risk

Wisor OPS combines specific expertise with carrier-grade OSS to deliver better performance at lower costs.

Features

Flexible Outsourcing Models – What You Need, When You Need It

- ● End-to-End process outsourcing or partial process outsourcing
 - Pre-order validation, order submission, escalation/expedite for better due dates, loop acceptance or order completion, test and turn up
- ● Supplemental Staff during busy periods
- ● Specific expertise to fill a knowledge gap, or hand-off of high touch orders

Process Flow to Match Your Requirements

- ● Web based GUI/XML API order handoff
- ● Work within your current order flow system
- ● Integration into existing OSS

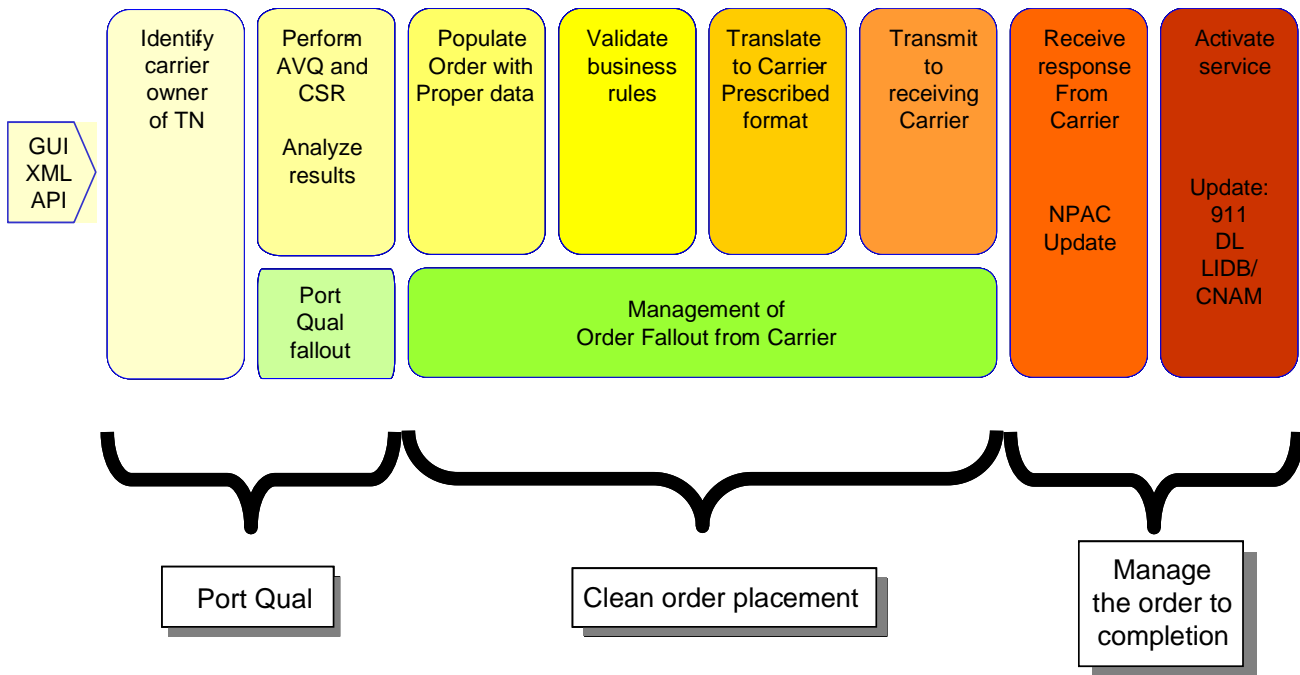
Customizable Reporting & Performance Metrics

- ● Real-time status of order and activity metrics

Supported By Industry Leading OSS

- ● Order Management & Reporting
 - Decomposition of Orders
 - Link related orders
 - Alerts & jeopardy notifications, interval tracking
 - Auto population of data
 - Bulk change capability
 - Order status reporting & tracking
 - Order validation and confirmation of receipt
- ● Electronic bonding with carriers
 - PortQual: pre-order number port screening

Sample Process



Wisor Expertise

Put Wisor's veteran OPS staff of industry experts to work for you. Wisor has long been known as the "Expert's Expert" when it comes to order management and interconnection. Wisor has unmatched expertise in telecom OSS, ASR, LSR Ordering and Pre-order, including Number Portability. It's what we do as our "core" business. Wisor's customers have the advantage of pre-programmed business rules, interfaces, and protocols maintained and continually updated by the people who test the systems of the carriers. Wisor's software has been specifically designed for the order processing task, offering higher automation, accuracy and flow through rates than you can find elsewhere. No matter how complex an order may be, Wisor has the expertise to get it processed right, and fast—saving you money and improving your customers' satisfaction with your service.

- Designated US based Account Managers with telecom expertise
- 24 Hour Operations
- Carrier-grade OSS developed, hosted and managed by Wisor

India Advantage

Wisor's OPS customer's benefit from the ISO 9001:2000 certified software development & maintenance organization wholly owned and operated by Wisor, located in Bangalore India. Wisor India is staffed by English speaking, highly educated telecom experts, focused solely on Wisor's products and services. The combination of this highly skilled workforce in India supervised by US based Wisor personnel allows the realization of the maximum amount of cost savings coupled with the highest quality of service, available around the clock.

