



Microsoft Dynamics 365 Integration for aBILLity

SALES ORDER PROCESS SOLUTION

The Sales Order Process (SOP) Solution for Microsoft Dynamics 365 & aBILLity has been designed to streamline the ordering process, dramatically reducing the sales cycle from opportunity to billing. This solution works alongside the Standard Solution, taking advantage of all the basic functionality already in place.

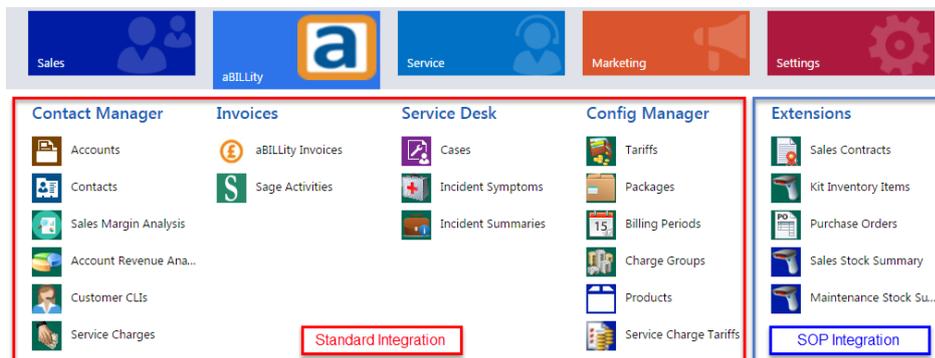
By managing the sales process from end to end, within one system, Communication Providers (CPs) experience shorter sales cycles, higher productivity, increased service levels and more accuracy. Overall, CPs obtain deeper knowledge of their customers and of the sales operation, at any stage of the cycle.

Leverage the power of Microsoft Dynamics 365 and aBILLity with the SOP Solution

The SOP Solution provides end-to-end process management for CPs, from the moment an opportunity is created. It eliminates the common challenges in the industry by bridging the gap between the systems used by customer facing teams and the strategic and often sensitive information found in billing systems. It does this in a safe and hassle free way with automation mechanisms that increase productivity, and security definitions that require approval where needed.

BENEFITS

- > **Improved cash flow**
Sell faster, invoice quicker and start receiving earlier. Optimise stock levels and place new orders only when needed
- > **Increased productivity**
Users have access to all the information they need from one single system, completing tasks faster and more accurately
- > **More effective campaigns**
Marketing activities can be easily targeted according to billing profiles and history
- > **Improve service levels**
Deal with customer requests much faster, providing them with all the answers they need, from order status to payment
- > **Pre configured solution**
Drastically reduces the cost and lead time to deliver a fully tailored Lead-to-Cash process



Price, Speed, Quality

Competition is strong in the Telecommunication industry. Customers want the best possible deal delivered as fast as possible and with the best service level. If a good quote may mean a new customer, a flawless service will most likely keep that customer. The speed at which your business is able to deliver is a key factor in the customer's perception of your service. The other one is quality.

The SOP Solution provides speed in every step of the process: your teams will quote faster, close the deal faster, and deliver the products and services faster. If speed is important to evaluate a service, so is the quality with which it is delivered.

By quality we mean ensuring that the customer receives exactly what was ordered, is billed exactly as agreed and if something goes wrong, it will be fixed... quickly. The SOP Solution can help you with this as well, supporting your customers and your business from end to end.

KEY FEATURES

> Permissions

Giving different permissions to different users ensures that everyone accesses the information they need, without compromising the data in the aBILLity system

> Sales Contracts

View and create contracts and synchronise that information in aBILLity

> Product Picker

Choose from all available products and services managed in aBILLity

> KIT Inventory Items

Contains information on all existing items

> Purchase Orders

View and create purchase orders with the help of the automation mechanisms within the system

> Sales Stock Summary

Contains information on all sales-ready items and their value

> Maintenance Stock Summary

Contains information on existing items that are under maintenance or reconditioned

Empower your teams to achieve more

The SOP Solution automates and accelerates the sales process. It allows users to retrieve and sync information between aBILLity and Microsoft Dynamics 365, to better serve your customers.

OPPORTUNITY-QUOTE-ORDER

The solution allows to quickly create opportunities, quotes and orders. By using the Product Picker and accessing the price list stored in aBILLity, the entire process is much faster and the risk of entering the wrong product code or the wrong price is close to none.

STOCK MANAGEMENT

The SOP Solutions offers two instances of stock management to differentiate types of stock you may have, e.g. sales and maintenance. When an item is added to an order it is subtracted from the stock count. The result is stock optimisation and full traceability.

CREATE AND MANAGE SALES CONTRACTS

When creating a contract, users include all related hardware and service charges. All information is sent to aBILLity. This feature provides profitability tracking, reports on CLIs/products nearing the end of the contract, and technology fund tracking.

RETURNS MANAGEMENT

When an item needs to be returned, typically for repairing purposes, the solution gives visibility over the entire process. At all times, it is possible to see where the item is and what is the status.

