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| **O²** | Mobile Network Provider | *Amer/-ère, Adj.* | French adjective meaning “bitter” |
| **O2I** | Order-To-Invoice | **APJ** | Asia-Pacific-Japan |
| **ESM** | Enterprise Service Management | **ILP** | The grand mystery to our work…what does ‘ILP’ actually stand for? |
| **DACH** | Deutschland-Austria-*Confœderatio Helvetica* | **02I Training KPIs** | Right-the-first-time-Invoicing (99%), Initial-Response-Time (.80 Days), Dispute-Cycle-Time (16 days) |
| Dach, das; n. | The German word for “roof” | **MEE / EMEA** | Middle & Eastern Europe / Europe, Middle East & Africa |
| **AMER** | The Americas | *Me, Myself and I* | Song by *Beyoncé* |