





STRATEGY, INFRASTRUCTURE & PRODUCT

PRODUCT MANAGEMENT

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PRODUCT CATALOG MANAGEMENT

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PRODUCT LIFECYCLE MANAGEMENT

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SERVICE MANAGEMENT

SERVICE CATALOG MANAGEMENT

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RESOURCE MANAGEMENT

RESOURCE LIFECYCLE MANAGEMENT

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RESOURCE PROCESS MANAGEMENT

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WORKFORCE MANAGEMENT

Click [Click Software]

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Siebel 8.1 (SFA) [Oracle]

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CUSTOMER SERVICE REPRESENTATIVE TOOLBOX

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A definir (NBA)

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CUSTOMER RETENTION MNG

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Siebel 8.1 (CRM) [Oracle]

CASE MANAGEMENT

Siebel 8.1 (CRM) [Oracle]

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Nova Arrecadação

BILLING INQUIRY, DISPUTE & ADJUSTMENT MANAGEMENT

Novo Faturamento

BILLING

BILLING EVENT MANAGEMENT

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BILLING ACCOUNT MANAGEMENT

Novo Faturamento

BILL CALCULATION

Novo Faturamento

CHARGE CALCULATION AND BALANCE MNG

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Fortuna [PTI]

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Oracle SOA suite [Oracle]

Informatica Power Center

BUSINESS PROCESS MANAGEMENT

IBPMIS

Oracle Fusion

API MANAGEMENT

SDB

LEGENDA

A planejar

Alvo

Planejado