ROADMAP 2013-2015

Ericsson Order Care

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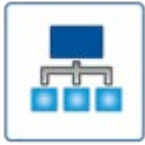
PORTFOLIO

ERICSSON ORDER CARE

ORDER NEGOTIATIONS

ORDER MANAGEMENT

ORCHESTRATION FRAMEWORK

ORDER ANALYTICS

SERVICE DESIGNER

VELOCITY STUDIO

SELF-CARE

CUSTOMER INFORMATION MANAGEMENT
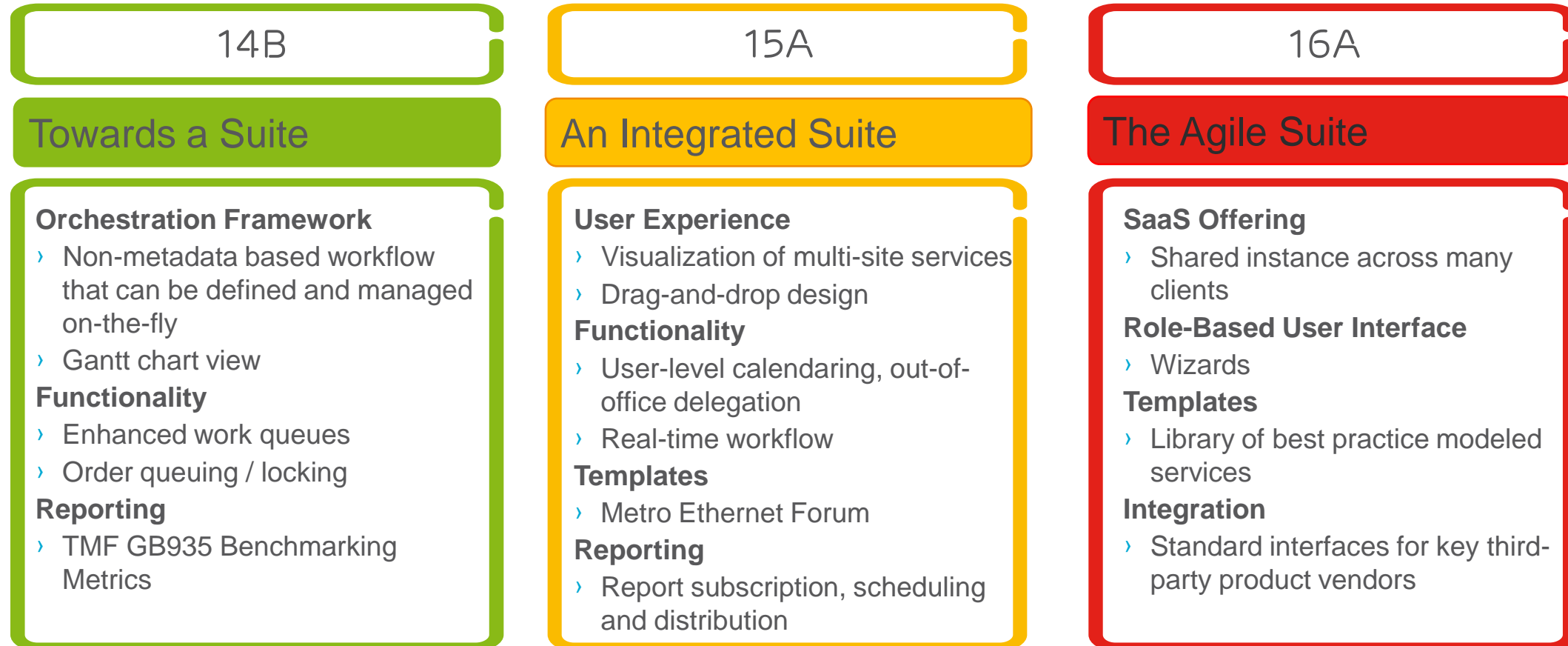
UNIFIED WORKSTATION

SERVICE REGISTRY

CUSTOMER ANALYTICS
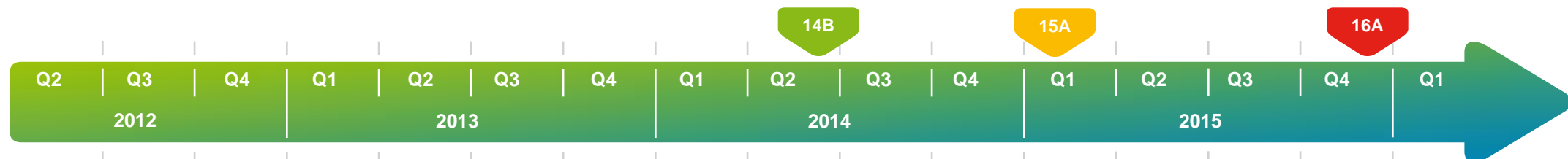
RELEASE STATUS CONVENTIONS

Released	Released Product or Feature. Products available for unrestricted global delivery (GA status) are defined as released products. There might be more than one release in a product line available on the market.
Ready for Contract	Products or features are ready for the customer contracts. Normally only minor changes are possible before the release of the product.
Indicative	Future products or features where release intent has been defined and development has started for some objects. Release scope and the GA date might change.
Candidate	Potential products or features where implementation has not started. Candidates for scope are suggested. Release scope and functions as well as the GA date might change.

ERICSSON ORDER CARE

14B
Towards a Suite

Orchestration Framework
› Non-metadata based workflow that can be defined and managed on-the-fly
› Gantt chart view

Functionality
› Enhanced work queues
› Order queuing / locking

Reporting
› TMF GB935 Benchmarking Metrics

15A
An Integrated Suite

User Experience
› Visualization of multi-site services
› Drag-and-drop design

Functionality
› User-level calendaring, out-of-office delegation
› Real-time workflow

Templates
› Metro Ethernet Forum

Reporting
› Report subscription, scheduling and distribution

16A
The Agile Suite

SaaS Offering
› Shared instance across many clients

Role-Based User Interface
› Wizards

Templates
› Library of best practice modeled services

Integration
› Standard interfaces for key third-party product vendors

Listed are the key focus segments for the upcoming major releases only. All releases also include regular core product and module optimizations, enhancements and repairs.

	14B		15A		16A	
Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
2012			2013				2014				2015				

- GA
- Validated
- Indicative
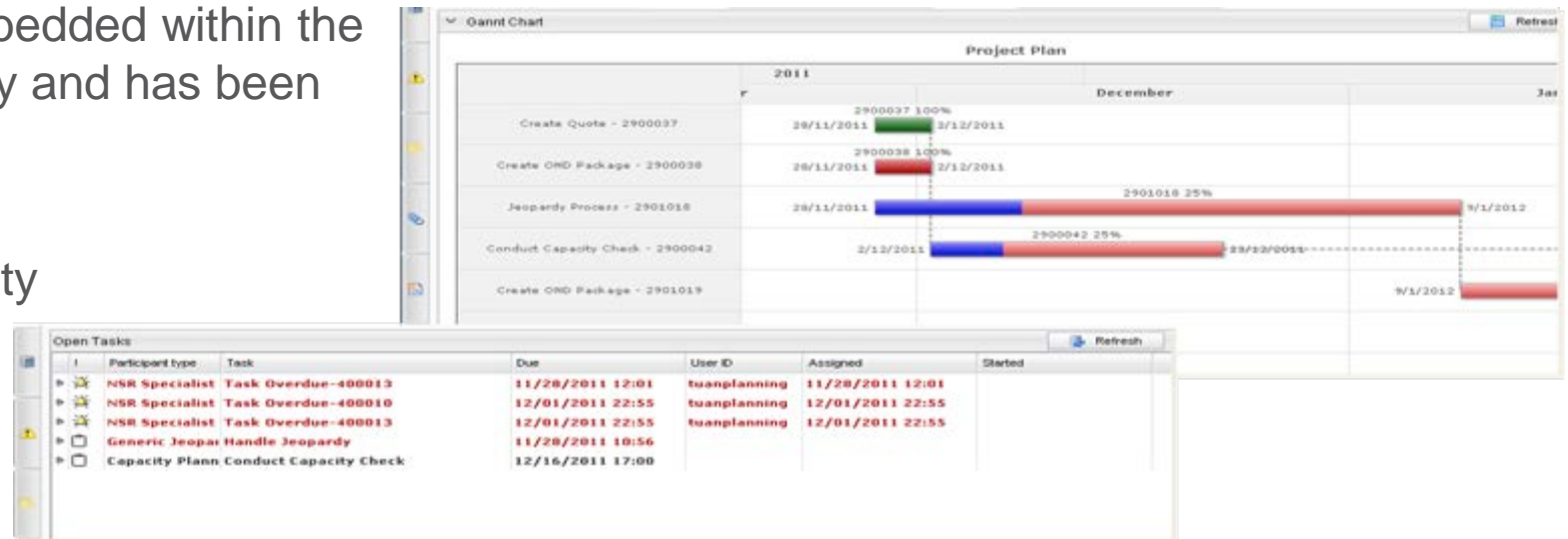- Candidate

ERICSSON ORDER CARE 14B SELECTED DETAILS

› Orchestration Framework (details follow)

  − Non-metadata based workflow that can be defined and managed on-the-fly

  − Ability to edit individual running workflow

  − Gantt chart view

› TMF GB935 Benchmarking Metrics (details follow)

  − Standard GB925 reports

  − Drill-down through charts to other charts or detailed reports

› Enhanced work queues to provide ease of extensions and customization

› Standardized functions for order queuing / locking

› Standardized functions for task distribution by skillset, region and work center
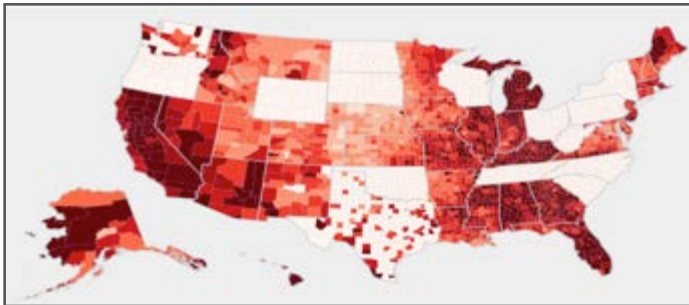
ORCHESTRATION FRAMEWORK

› The Orchestration Framework provides support for changing the workflow plan of an executing order / project on-the-fly.

- − Critical for enterprise services where fulfillment flows may vary with solution design and products are not necessarily purchased off-the-rack
- − Critical for approval flows that may vary based on the nature of the item being worked
- − Critical for trouble management where standard resolution workflows may not suffice

› Orchestration Framework is embedded within the catalog's PLM functionality today and has been used for years in POCs.

› Modularization of this functionality will elevate its status from a tool to a licensable component.

ORDER ANALYTICS

› Implementation of a deep set of pre-configured reports

› Implementation of TMF's GBF935 Reports (for Ordering domain)

› Richer reporting objects that permit interaction, i.e. drill-down via the generated graphs

› Reporting Management Module

  – Report subscription, scheduling, distribution and archiving

  – Online retrieval

  – Electronic PDF and Excel distribution

COMMON CHARACTERISTICS

USER EXPERIENCE

› Common look and feel
› Single sign-on
› Unified reporting

ARCHITECTURE

› Common information architecture
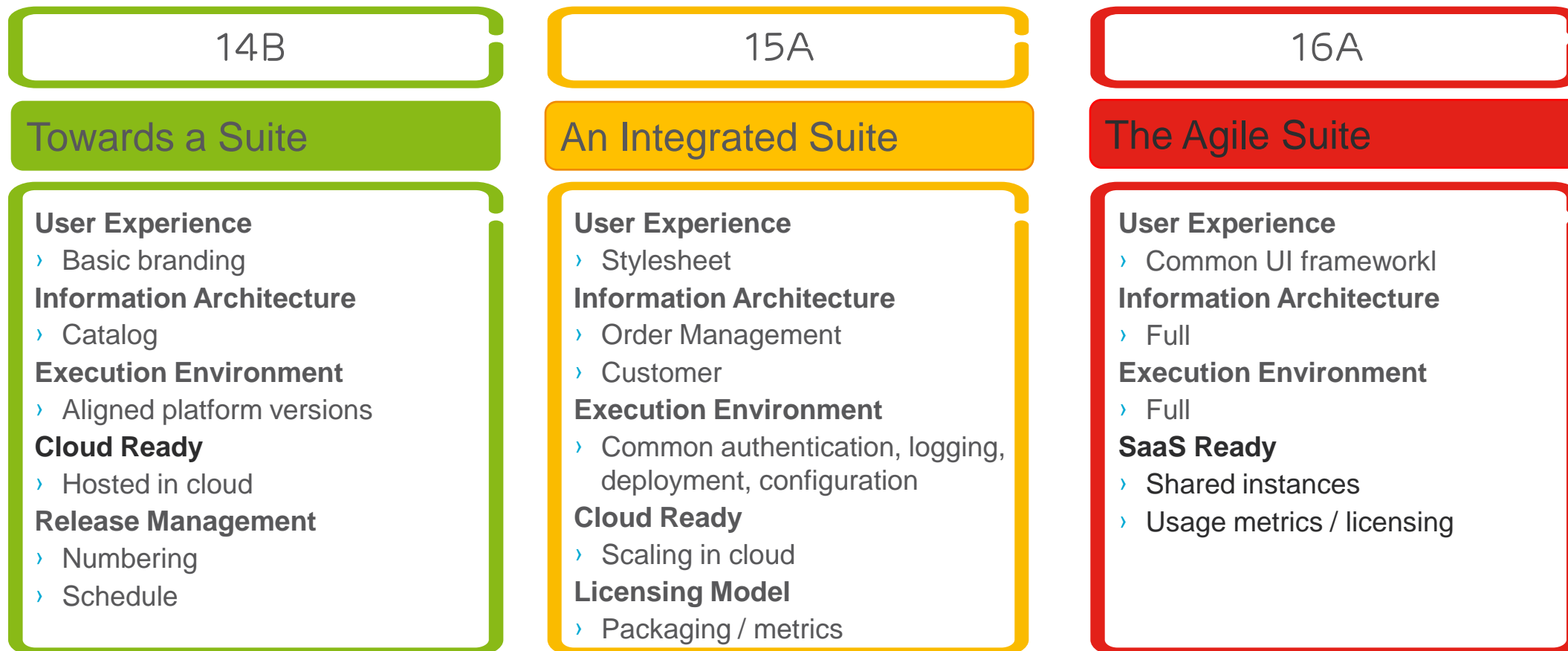› Pre-integrated products
› Well-defined customization points

PLATFORM

› Common execution environment
› Common monitoring and configuration
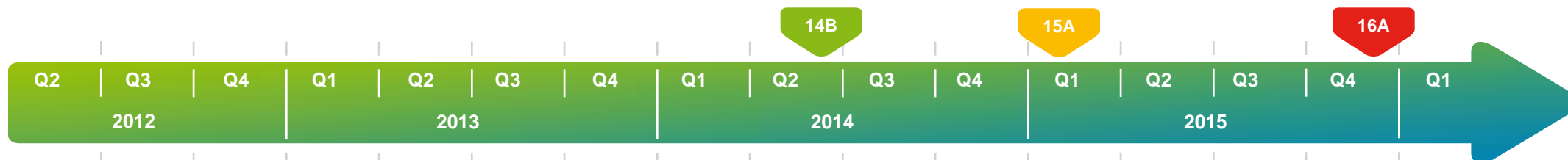› Common licensing framework
› Cloud ready

COMMERCIALS

› Common licensing framework
› Harmonized release management

COMMON CHARACTERISTICS

14B

Towards a Suite

User Experience
› Basic branding

Information Architecture
› Catalog

Execution Environment
› Aligned platform versions

Cloud Ready
› Hosted in cloud

Release Management
› Numbering
› Schedule

15A

An Integrated Suite

User Experience
› Stylesheet

Information Architecture
› Order Management
› Customer

Execution Environment
› Common authentication, logging, deployment, configuration

Cloud Ready
› Scaling in cloud

Licensing Model
› Packaging / metrics

16A

The Agile Suite

User Experience
› Common UI frameworkl

Information Architecture
› Full

Execution Environment
› Full

SaaS Ready
› Shared instances
› Usage metrics / licensing

Listed are the key focus segments for the upcoming major releases only. All releases also include regular core product and module optimizations, enhancements and repairs.

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2012			2013				2014				2015				

- GA
- Validated
- Indicative
- Candidate