

# SIGMA

# NEXT DONE NOW™

## Product Brief

### SigmaPortfolio Inventory™

***A new breed of inventory to fight portfolio inventory data disarray and improve order conversion, throughput and monetization***



Critical to achieving high order conversion, throughput and monetization rates in an automated fashion, service providers need immediate and comprehensive access to a customer's existing portfolio inventory – the products they've ordered, the services that were activated for those products, and the resources that were provisioned for those services. For most service providers, however, much of this information is dispersed throughout their infrastructure in a fragmented and isolated fashion. This disarray of crucial data is, for example, a major cause of high levels of order fallout, leading to costly manual intervention and a degraded experience for both B2C and B2B customers.

**Sigma Portfolio Inventory** addresses these challenges head-on by centralizing the product-service-resource portfolio inventory data into a single master and making that data widely available for access by any external system. As a new breed of inventory, Sigma Portfolio Inventory stands out.

#### **Productized Single Point of Truth**

Directly mapped to your catalog, Sigma Portfolio Inventory is an accurate and unified portfolio data repository that can be leveraged operationally and used to create commercial insight.

#### **Interoperable and Independent**

Makes portfolio inventory data widely available to any external system via a microservices-based architecture aligned to TM Forum Open APIs.

#### **Valuable Commercial View**

Create a unique and valuable view of the current commercial profile of your business to improve marketing and sales.

## Sigma Portfolio Inventory

**Sigma Portfolio Inventory** is a new breed of inventory software product, centralizing the multiple layers of portfolio inventory – customer product inventory, installed service inventory, and allocated resource inventory – into a single master. Instead of managing this critical data in a distributed fashion where it's prone to error and becoming out of synch, Sigma Portfolio Inventory acts as the unified, centralized repository of what products and services with their resource references your customers have based on completed orders.

Sigma Portfolio Inventory plays a key role in the critical order-to-activation-to-cash processing to improve order conversion, throughput and monetization. With its interoperability based on TM Forum Open APIs and a microservices architecture, Sigma Portfolio Inventory acts as the verification of service eligibility for new customer quotes through CRM and CPQ systems, with a pre-built integration to **Sigma CPQ**. Commercial and service order management applications use Sigma Portfolio Inventory as both a reference for order workflow tasks and as the record of the completed order and its constituent completed tasks. **Sigma Order Management** is pre-integrated with Sigma Portfolio Inventory as part of the **Sigma Create-Sell-Deliver Portfolio**.

### Benefits

#### Improved Order Conversion

Reduction in costs related to fixing errored orders - such as truck rolls and service call outs - resulting from improperly configured orders. The product also helps to reduce resources spent on manually fixing errored orders during the fulfillment process.

#### Faster Time-to-Deliver and Revenue

Order delivery times are shortened as errors are avoided or identified while products and services are configured by your sales teams. Your business will benefit by having a single-point-of-truth for all business lines and thus eliminating data inconsistencies across the enterprise.

#### Product and Customer Experience Improved

Sigma Portfolio Inventory allows orders to be fulfilled quickly, accurately and consistently by avoiding data problems during the quote, configuration and fulfillment process. No longer will quotes for moves, add, changes, or deletions (MACD) be



**Sigma Portfolio Inventory Functions**

### How To Recognize Portfolio Inventory Data Disarray

- Is the picture of what your customers actually have spread throughout your enterprise, without any central management?
- When your customers ask to confirm the products and services they have, does your company struggle to respond quickly with the correct information?
- Are you basing new quotes and orders on inaccurate portfolio inventory data that can't be verified?
- Are your customers knocking down your NPS scores because they're continually frustrated by a lack of accurate information about the products and services they have from your business?
- Does your company continue to market products and services to customers who already have the offers or aren't eligible for them?

made on bad data about what the customer has from your business, thus minimizing jeopardy to customer satisfaction for products and services delivered.

#### Commercial Portfolios Revealed

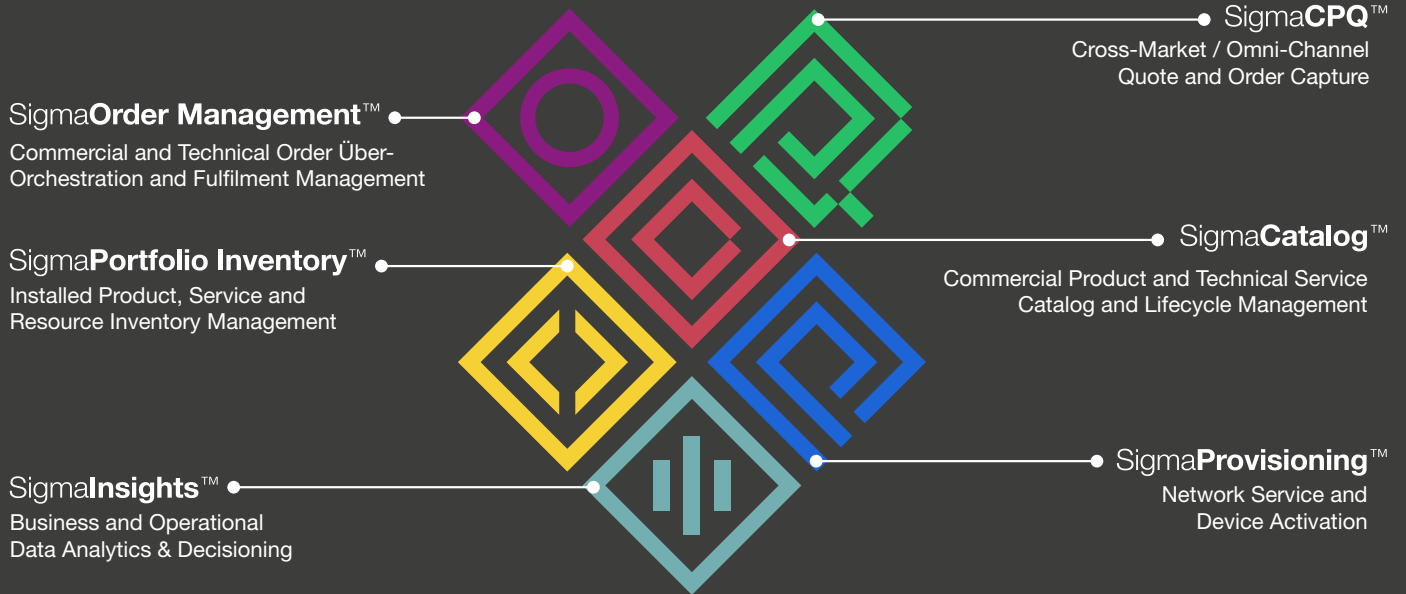
Sigma Portfolio Inventory creates a real-time updated and unified commercial profile database based on what your customer have ordered, helping you to build or add to a commercial database for marketing and sales insight.

#### Interoperable Architectures Supported

Seamless integration through TM Forum Open API-compliant and microservices-based integration framework, allowing interoperability across multiple platforms, applications, technologies and enterprise boundaries.



## SigmaCreate-Sell-Deliver™



### Mapped to Catalog



Sigma Portfolio Inventory is catalog-driven by mapping to **Sigma Catalog** or any third-party catalog so the resulting portfolio inventory is always referenced to your master product and service data store.

### Active Accessible Data



Makes the data widely-available for interrogation information by systems and for systems like **Sigma Insights** to derive insights, and to other systems like CRM, web commerce, CPQ, order management, provisioning and data warehouses.

### Real-time Data Management



Real-time update to the portfolio inventory record as data changes resulting from order decomposition and workflow completion; also provides direct administrator access should direct access to the data be required.

### Administration



Search and view records, update instances type-ahead searching, full text searching and custom “pagelets” to render service objects.

### Entity Lifecycle Management



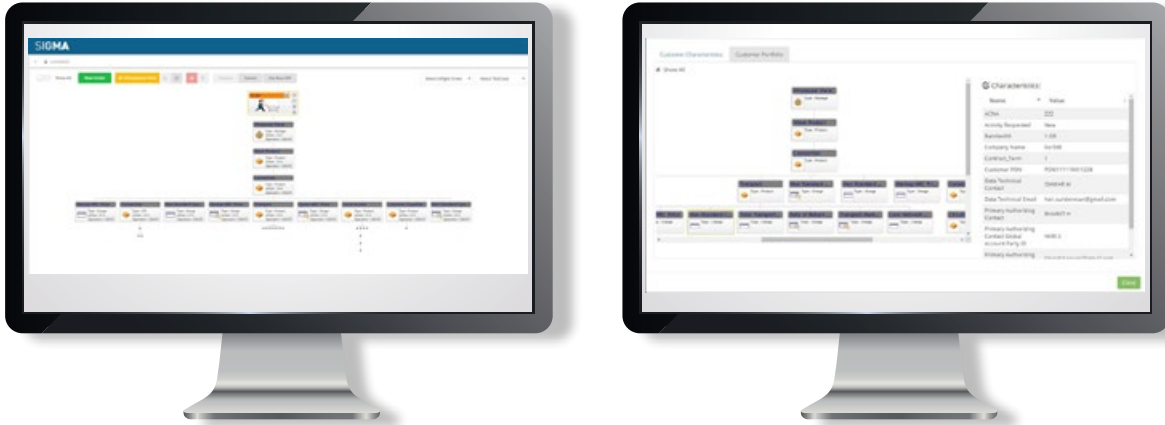
Product instance creation, deletion, and status change as well as service instance creation, deletion and status change as per TM Forum Open APIs.

### Security



Support for security audits, including IL3 compliance (UK), GDPR compliance (EU) and audit logs for SOX compliance.

## The Single Point of Truth for Installed Customer Products, Services and Resources



Sigma Order Management and Sigma Portfolio Inventory Managing Installed Product, Service and Resource Data

### Sigma Portfolio Inventory Helps European Service Provider Harmonize BSS and OSS

CSPs have struggled with disparate data sources of portfolio inventory data to support the customer order fulfilment journey. Through several engagements with leading service providers, Sigma recognized this as it developed its Create-Sell-Deliver Portfolio and so developed Sigma Portfolio Inventory.

A European fixed-line service provider set out to harmonize their BSS and OSS and significantly improve the ordering and fulfilment journey experienced by their customers. In doing so, the service provider realized it needed a single point of truth to take control of installed customer product, service and resource data. Working with Sigma to shape product requirements, the European service provider is the first to implement Sigma Portfolio Inventory.

Sigma Portfolio Inventory will act as the unified data repository of completed orders and the resulting full customer portfolio view for their customer base. The product will manage portfolio inventory data for customers and their services across three product lines – fixed telephony, broadband Internet and digital video services – as their business and operational support systems are harmonized as part of the overall project. The service provider is adding Sigma Portfolio Inventory to their newly designed fulfilment architecture which includes **Sigma Catalog**, **Sigma Order Management** and **Sigma Provisioning**.

#### Enterprises Trust Sigma Systems



Sigma Systems is the original innovator in catalog-driven create-sell-deliver software products for communications, media, and high-tech companies. It serves over 80 customers in 40 countries with its award-winning products. The Sigma Create-Sell-Deliver Portfolio includes enterprise-wide Catalog, CPQ, Order Management, Provisioning, Portfolio Inventory and Insights products in addition to offering a core set of services including professional services, cloud services, and managed services. Sigma utilizes an agile approach to implementing its create-sell-deliver products for its customers. Sigma has offices in North and South America, Europe and Asia Pacific, with technology and integration partners globally.