

The Company:

Scandinavian Tele Consult A/S (STC) is a provider of quality services and products to the communication industry in Scandinavia.

The company has for years been advisor to all major operators in the Nordic region and to operators in eastern Europe and Africa. We specialise not only in CRM, provisioning and billing systems, but also contract management, service management and executive-level project management.

Product- and systems wise STC has developed automated provisioning and activation systems from end-user to Operator for the benefit of several Service Providers. STC is the sole provider of fully integrated and automated activation applications connecting with major Operator ´s activation-and ordering systems.

Success:

To be successful Service Providers (SP) as Operators need to focus on front edge technologies, not only in the supply chain of the communication infrastructure, but also on back-office and support systems.

It is furthermore decisive for the long term market presence that an accurate and rapid delivery is carried out together with the ability to keep down or reducing costs.

Years of production data from various operators show that only one third of orders is going through the traditional provisioning process uninterrupted.

Many Service Provider and Operator executives suspect furthermore that activation and provisioning are the largest areas of revenue loss and costs. In addition many organisations tend to address problem solving on the operational level instead of maintaining focus on core business and qualified utilization of human resources.

The task of success seems somewhat onerous, but how are SP then supposed to fulfil customer demands. Initially a concerted action on addressing these issues:

- Reduce amount of fault
- Increase the process speed
- Order fulfilment
- Rapidly implementation of new services
- Quality in deliverance
- Cost control by order

one have to consider implementing automated solutions

STC offers your through our state of art activation products a unique opportunity once and for all to streamline your business processes and increase your organization ´s throughput.

Activation:

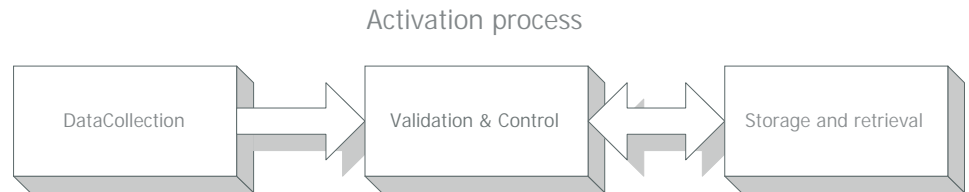
The ATOS line of products will assist the Service Provider or the Operator in maintaining focus on servicing customers by means of automating the processes and hence opening the opportunity of utilizing HR on issues related to core business.

Consider these numbers:

	Pre Automation	Post Automation
No. manual oper/o.	3<6 times	1 (datacatch)
Agents throughput	20-30 o. day	Operator limit
Activation time/o	10< min	3 sec
Response to alarms	Hours	Instantly

By utilizing the automated processes handled by the ATOS applications the client will be able to increase efficiency substantially. How much will depend on the number of manual processes running and the size of the customer portfolio. Reducing costs by 3-10 times is within a realistic range.

In addition to this one can add the positive and progressive image the organization will obtain internal as externally



ATOS Portfolio:

STC support´s the organization with convergent and integrated software solution. The ATOS line is:

- modular constructed
- independent of platform
- based on business processes
- utilizing any standard communication protocol
- interacting with existing CRM & billing systems

and consist of entities that will support front-office- and back-office personel as well as senior management and account management´s need of information.

The ATOS line of products consist of the following modules:

- **ATOS PROCESS**
- **TracerAssist**
- **TracerStat**
- **ATOS RETAIL**

Functionality:

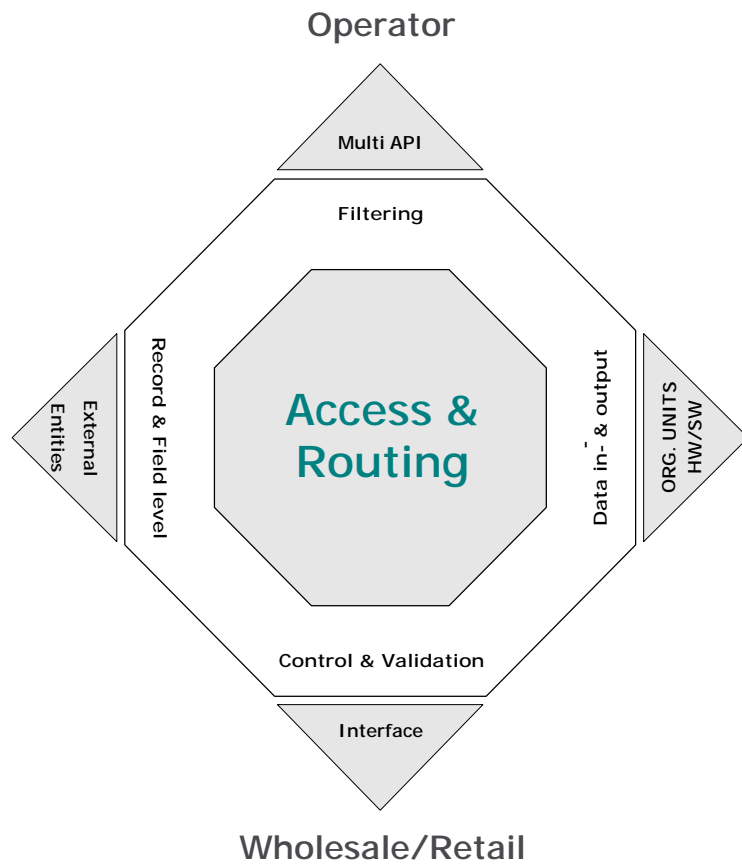
ATOS PROCESS is the nucleus in the system. All data is stored, validated, distributed and redistributed. The system supports ftp, web, mail, odbc or specialized access as per clients definition. Includes error detection and error notification routines.

TracerAssist is an add on module for ATOS Process and is monitoring order status. Includes features like graphical and visual presentation of registered data. Extraction of process flow for selected orders, reminders and alert notification. Designed for back-office or frontoffice usage.

TracerStat is computing orders processed. Includes features like extraction of passed, and rejected order within a userdefined timeframe. Generates notification for key personel. Designed for key account or executive management usage.

ATOS RETAIL dataentry and datacatch application. Gives access to operator´s customer base through card reader or scanner & POS terminals. Validates dataset before entry into customer credit rating.

All in All ATOS:



Financing:

The ATOS Portfolio reduces provisioning and activation cost dramatically in manually operated environments, a factor of up to 10 in increase in efficiency is obtainable.

STC is offering progressive financing packets depending of i.e. the size of the SP, or the size of customer base. One can choose between fixed monthly licenses, transaction dependent fees or one time fees. Combination between the various financing models is also possible.