eventus®
WORKFLOW & WORKFORCE MANAGEMENT SYSTEM

THE POWER BEHIND YOUR BUSINESS PROCESSES

WfMC, Giga Information Group, WARIA Global Awards for Excellence in Workflow Europe 2003 Silver Award

ORACLE OPEN WORLD SELECTED SPEAKER 2013

IT EUROPA 2012 WINNER

Eventus® is a multi-award-winning, ultimate Workflow and Workforce Management Solution designed to dramatically increase the work efficiency of companies. Beyond the core, general workflow and workforce management functionality, cutting-edge technologies utilized in Eventus® (like Mobile Clients, Map / GPS / GIS integrations, sophisticated dipatching mechanisms, priority handling, SLA handlings, modern communication channels, mobile store management, bar code reading, NFC capability, etc.) give You an all-in-one solution, customizable to Your specific needs.

EVENTUS® IN NUMBERS

Controls the work of more than 10 000 employees
Gets more than 300 000 tasks executed a day
Dispatches and controls more than 50 000 tasks
to human resources a day
More than 50 000 000 flows run
Integrated with more than 100 systems

EVENTUS® HISTORY

15 years of recognized excellence, proven benefits
1999-2000 initial development and first deployment
2003 WfMC's Silver Prize
2007 TSS development
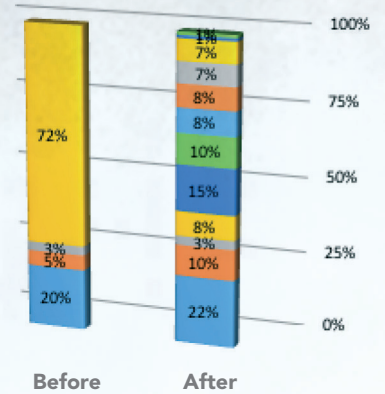2012 European SW Award Winner
2013 Oracle OpenWorld

Results of Eventus® TSS Deployment

Before   After

- Other defined problems
- Wrong IMS configuration
- Wrong CPE configuration
- ADSL CPE is switched off by customer (loss of power)
- Slim DSL margin
- Wrong DSL configuration
- Instabil DSL connection
- Wrong ADSL connection (loss of link)
- Not identified fault
- Physical line problem *
  *: Terradyne line measurement system operated before TSS
- Discovered differences between CRM and Inventory data
- Customer-site fault

BUSINESS BENEFITS
Boost your efficiency, save costs

Get 60% more job done
Save 13% time on travellings
Decrease workload in call centers by 10%
Be green—20% less fuel consumption
Avoid repeating issues by 20%

MAJOR CLIENTS
(TELCO SECTOR)

Hungarian Telekom,
Hrvatski Telekom,
Crnogorski Telekom,
UPC Hungary,
Invitel Hungary,
Vodafone Hungary.

PARTNERSHIPS, COOPERATIONS

Alcatel-Lucent	IBM
Avaya	Intracom
Cap Gamini	Logate
Cisco	Microsoft
Comarch	Oracle Siebel,
Consona	RDBMS
Convergys Geneva	SAP
Ericsson	Siemens ACI
HP	Telcordia Activator
Huawei	Teradyne

Integrations via / with: MQ, TIBCO, Oracle Fusion, Vitria, JMS, SOAP, WebServices, etc.

EVENTUS® TSS

By the integration of access network management systems and other support systems, TSS dramatically increases the ratio of identified problem causes even during the customer call.

TSS RESULTS

Effective usage of human resources
Rapid answers for service problems
Elimination of human decisions
Documentation and archiving of measurements

EVENTUS® IS UTILIZED FOR BOTH OSS AND BSS AT OUR CUSTOMERS

CUSTOMER SERVICE (Product Related)	Survey
	Provisioning
	Modifications
	Disassembly
	Customer TT (incl. TSS)
NETWORK	Preventive Network Maintenance
	Network Planning Administration
	Network Build Support
	Network TT
SALES, SALES FORCE ENFORCEMENT	Equipment Sales
	Product Sales
	CSR Empowerment
	TakeOver Management between CC and Sales
PREMIUM SERVICES (Value Added Service)	Premium technical service (SuperService)
CUSTOMER CARE	Complaint Handling
	TakeOver Management between CC and Sales
GENERAL OPERATIONS	Mobile Number Portability
	Wired-Mobile Portability
HR	Travel Authentications
	Training Authentications
	Mobile Phone Authorizations

EVENTUS® IN THE ETOM MODEL

	OPS. SUPPORT & READINESS (O)	FULLFILLMENT (F)		ASSURANCE (A)		BILLING (B)
		CUSTOMER INTERFACE MANAGEMENT				
CSUTOMER RELATIONSHIP MGMNT.	CRM support and radiness	SELLING Marketing fullfillment response	Order handling	Problem handling	Customer QoS/Sla mgmt.	Billing & Connections mgmt.
SERVICE MGMNT. & OPEATIONS	SM&O Support & Readiness	Service configuration & activation		Service problem mgmt.	Service quality mgmt.	Service and Specific Interest Rating
RESOURCE MGMNT. & OPEATIONS	RM&O Support & Readiness	Resource Provisioning		Resource Trouble mgmt.	Resource Performance mgmt.	
				Resource data collection & Processing		
SUPPLIER/ PARTNER RELATIONSHIP MGMNT.	S/PRM Support & Readiness	S/P Requisition Management		S/P Problem Reporting & mgmt.	S/P Performance mgmt.	S/P Settlements & Billing

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