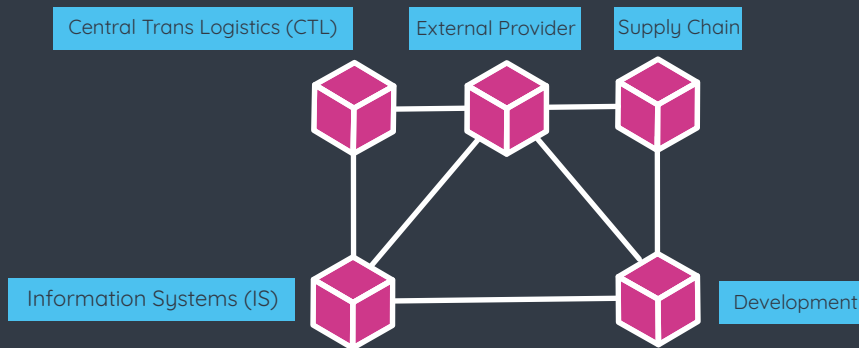


Business Requirement Document: Mobile Card Order Management Process

Our customer was looking for a solution that would allow them to manage their mobile card order management process among five departments of the company and an external provider. At the same time, they wanted to interconnect all the involved parties and different systems. With a focus on the enhancement of the current mobile card ordering process, the company was looking to deploy an off-the-shelf Business Process Management (BPM) solution that would provide workflow orchestration, monitoring, and assurance features.



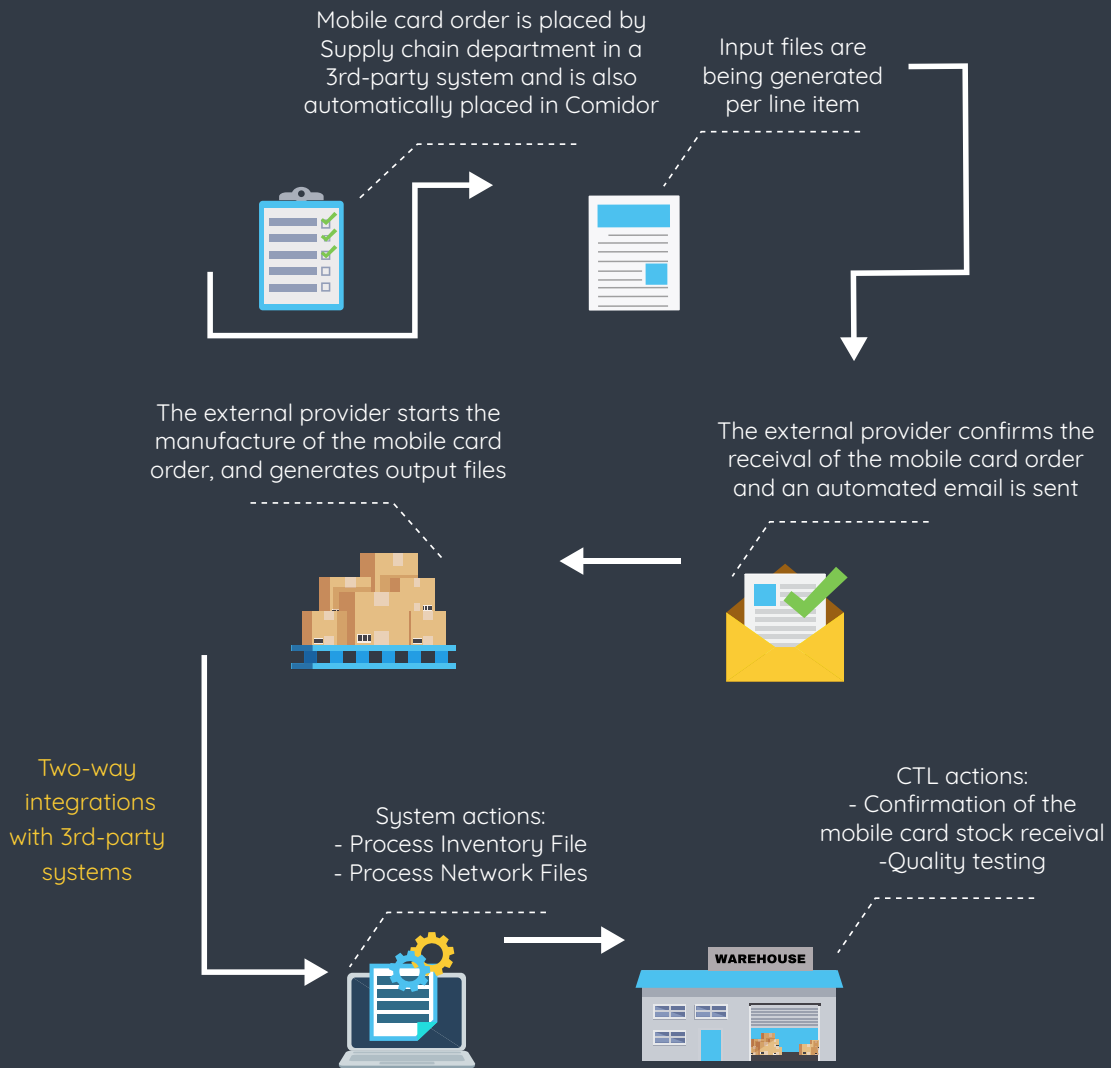
Business Needs

- A BPM solution with end-to-end process management capabilities
- Multiple systems integrated into a single platform with one UI
- Visibility over processes and activities and a single view of the order status
- Operational management of the security servers
- Management of high volume of contacts and complaints
- Elimination of errors due to the replacement of mobile cards

What we offered

The solution provided by Comidor was a Low-code application with a powerful workflow, that orchestrates all the steps of the mobile card order process. The end-to-end order management process was mapped in Comidor including actions that occurred externally and within Comidor. The new solution provided an orchestration layer to ensure no activities ever fall out of synchronisation. The platform also increased the business visibility, by providing the users with real-time information about the order state, the line items of each order, and all critical data received from three different systems. Finally, smart notifications, automated emails, and escalations were included to keep all involved parties updated for all the “happy” and “unhappy” scenarios of the process.completion.





What we have achieved

- ✓ An end-to-end order management process
- ✓ SLA status tracking, real-time notifications, and e-mail triggering
- ✓ Four two-way integrations with internal systems and other siloed software
 - ✓ Multiple mobile card profile types within a single order
 - ✓ Enhanced collaboration among different departments
- ✓ Improved stakeholder' visibility and customer satisfaction

