

إدارة نظم المعلومات

Information Systems Department

Agenda

IS Department

Speaker: Omar Abutlag / Akram Bazina

BSS

Speaker: Rabie Hanks

Development

Speaker: Ahmed Alsilini

Information
Security

Speaker: Mohamed Albadri

Enterprise
Application

Speakers: Ahmed Alhajaji / Senan Elbishti

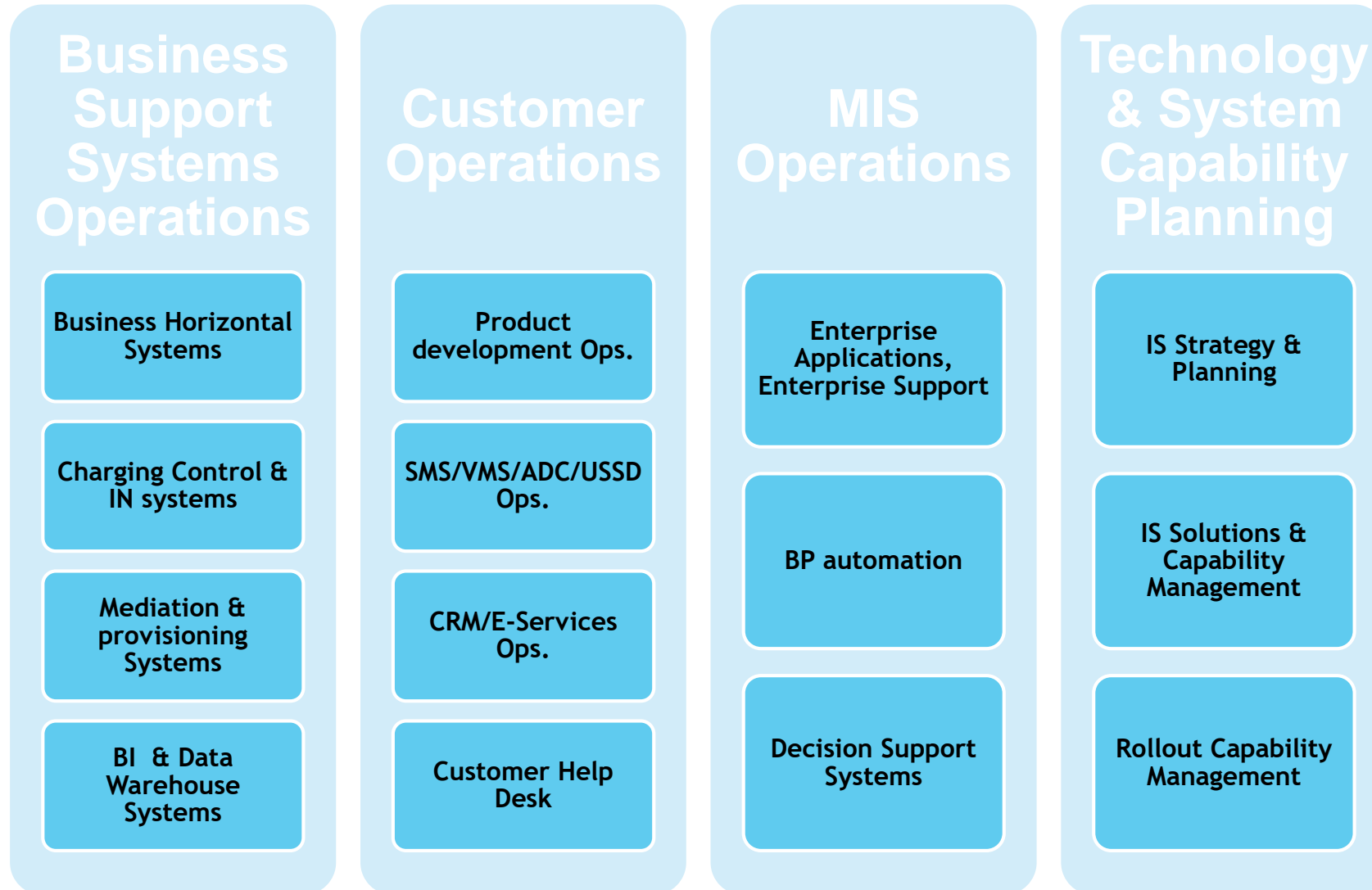
E-Services

Speaker: Najib Trish

VAS Services:

Speaker: Ashref Arif

IS Department



Key Definitions

Key	Description
Retail Shop Systems	Retail Shop Point of Sale systems
Dealer/Partner Portal	Online Portal for Dealers and Partners
Contact Centre Call Routing	IP solutions for multimedia contact centre. It provides the linkage from customer calls to the call centre with the supporting applications
Customer Web Portal	Online Sales and Self Care
Mobile Portal	Customer selfcare via handset/mobile
Billing	Aggregation of the charging, invoicing, and payment management of all sales transactions
Rating	Rates the customer charges, discounts and optionally taxes.
Roaming & Interconnect	Determines the charges owned by and owned to other networks
Mediation	Collecting, reformatting and redistribution of the event records (realtime or batch) to the rating engine
Customer Management	Masters and manages customer relationship between business and customer. Includes trouble management and day to day activities.
Sales Force Automation	Enables sales representatives to plan and follow-up sales and campaigns to corporate clients
Order Management/Product Catalogue	Captures the customer sales, orders and orchestration of customer order fulfilment
Customer Decisioning	identifies the most appropriate cross sell, up sell and retention offers to a customer at any point of direct interaction with Vodafone, via both inbound and outbound channels
Commissions Management	Determines the commissions for various parties based on the agreement signed
BI Analytics & Reporting	Enables to analyse and exploit the data and information gathered from internal or external sources
Data Warehouse	Repository of an organization's electronically stored data
Supply Chain Management	Manages contracts and interactions with third party suppliers
Financial Management	Manages all financial aspects of the business
HR Management	Manages all aspects of the corporate workforce
Network/Service Provisioning	Produces and coordinates the service activation, modification and removal requests for the customer service orders against network/services elements

شكرا
Thank You