# HANSEN

# HANSEN FOR MICROSOFT DYNAMICS 365

# CREATE AND DELIVER DIGITAL SERVICES IN MICROSOFT DYNAMICS 365

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# $6TRILLION

IDC predicts that $6 trillion will be spent on digital transformation by enterprises by 2022*. To capture their fair of share of that spend as revenue, CSPs need to think differently about their commercial systems and processes. **CRM systems are a good place to start.**

CSPs struggle to turn leads and opportunities into loyal customers through attractive offers, accurate quotes and consistent service fulfilment. Manual processes and error-prone delivery are costing CSPs new customers and revenue for digital products. **Generalist CRM systems are unable to cope. So why not look for a solution to make lead-to-order and order-to-activation truly telco-grade?**

## HANSEN FOR MICROSOFT DYNAMICS 365

makes lead-to-quote and order-to-activation processes telco-grade, enabling service providers to turn leads into opportunities, sell effectively and consistently deliver services to customers. Integrates with Microsoft Dynamics 365, Hansen Catalog, Hansen CPQ, Hansen OM and Hansen Portfolio orchestrate the lead-to-quote and order-to-activation processes which are at the core of digital service provider operations.

Microsoft Dynamics 365    Microsoft Azure

## PRECISE PRODUCT SELECTION

Ensuring eligibility, availability and serviceability, Hansen Catalog provides enterprise-class product configuration and lifecycle management capabilities. Hansel CPQ manages the product selection process within Microsoft Dynamics 365 so that customers and agents find the right offering defined in Hansen Catalog in every interaction.

## ACCURATE CONFIGURATION

Hansen CPQ ensures the execution of products and creates accurate and entirely digital configuration and pricing quotes – which is key to preventing orders that cannot be fulfilled. Hansen Portfolio synchronizes completed order data with MS Dynamics 365 for a complete customer sales record.

## CLEAN DIGITAL ORDERS – ALWAYS

Hansen OM processes the Hansen CPQ quote and turns it into a clean digital commercial order, then manages and orchestrates fulfillment tasks in a completely automated fashion to reduce order fallout. Orders are always customer specific for pricing, discounting, complex changes and supplements to services (MACD).

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## HANSEN FOR MICROSOFT DYNAMICS 365
makes your lead-to-cash and order-to-activation truly telco-grade within Microsoft Dynamics CRM.

### HansenSuite™
for Communications Services

- Configuration and maintenance of product pricing, offers and rules
- Quote creation for CRM accounts (new and existing) using a true omni-channel platform for customer self-service, reseller and retail channels
- Browsing, product selection, financial review and approval of quotations
- Submission of clean digital commercial orders for fully-automated fulfilment
- Full visibility into your customers' current portfolio
- Creation of move, add, change and disconnects (MACD) and in-flight order changes
- Creation of supplemental orders and comprehensive order fallout management
- Order workflow configuration and orchestration of workflow decomposition
- A 'single point of truth' for the portfolio inventory of each customer

**Control** – A 'single point of truth' for product, service and resource data for better B2B offer definition and product lifecycle management.

**Pre-Integration** – Hansen products are delivered with a productized pre-integration with Microsoft Dynamics 365 so there's no need to spend resources on integration.

**Speed-to-customer** – Sophisticated enterprise propositions are referenced and re-assembled for configuration and quote, allowing faster and more accurate order turnaround and better closure rates.

**Cloud** – Hansen products are delivered securely and reliably via the Cloud to accelerate and reduce implementation costs.

**Quality** – Pre-validated quotes minimize the likelihood of costly order fallout and customer dissatisfaction, increasing customer lifetime value and NPS.

**Co-ordination** – Orchestrated tasks and standardized workflows increase speed, accuracy and control of order execution while shortening time-to-revenue.

## ACCELERATE CSP TO DSP TRANSFORMATION.

- Improve lead-to-cash
- Create freely and monetize rapidly
- Configure – don't code
- Think and deliver beyond connectivity
- Embrace collaboration
- Turn service complexity into customer choice
- Automate all that can be automated
- Cloud first, last, always

# HansenSuite™
for Communications Services

◆ Hansen**Catalog**™

◆ Hansen**CPQ**™

◆ Hansen**OM**™

◆ Hansen**Portfolio**™

◆ Hansen**Provision**™

◆ Hansen**CCB**™

**Hansen Catalog** provides a 'single point of truth' for product information: structured data management that defines, maintains and exposes the relationships between enterprise products and their component capabilities in a single collaborative space. **Hansen CPQ** supports the vital customer-facing interaction where the product is shaped and sold. Driven by Hansen Catalog, Hansen CPQ ensures consistency across all sales and delivery channels, minimizing costly order fallout and rework for MACD or new sales opportunities.

The interaction between sales channels, networks, inventory and service control points is orchestrated by **Hansen OM**, which abstracts the network layer so that services can be accurately delivered over multi-vendor networks and access technologies to a variety of end-user devices. **Hansen Provision** takes service orders and handles converged service and device activation. **Hansen Portfolio** maintains the installed product, services and resource inventory of enterprise customers. **Hansen CCB** is lead-to-cash customer care and billing for pay-media and communications service providers.

**Configuring complex business communications services in Hansen CPQ and Microsoft Dynamics 365.**

# HANSEN

Hansen Technologies (ASX: HSN) is a leading global provider of software and services to the energy, water and communications industries. With its award-winning software portfolio, Hansen helps over 620 clients from over 30 offices worldwide to create, deliver and engage with their customers, to manage and analyze customer data, and control critical revenue management and customer support processes.

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