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TELECOM

MERIT AWARDS
2023 GOLD
Satellite Innovations
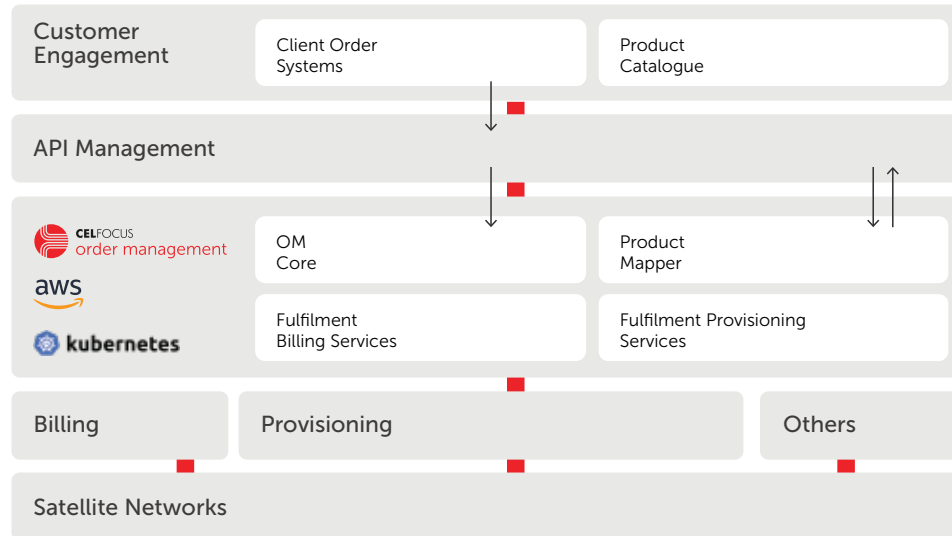Eutelsat OneWeb & Celfocus
TELECOM

Order Management Solution:
Paving the Way for Zero-Touch Fulfilment

As a Low-Earth Orbit (LEO) satellite communications company, Eutelsat OneWeb provides fixed and mobile high-speed, low-latency coverage for governments, businesses and communities. Eutelsat OneWeb partnered with Celfocus to deploy an Order Management Solution, powering the global distribution of internet services, connecting communities worldwide, and significantly bridging the digital gap.

Customer Engagement	Client Order Systems	Product Catalogue
API Management		
CELFOCUS order management / aws / kubernetes	OM Core	Product Mapper
	Fulfilment Billing Services	Fulfilment Provisioning Services
Billing	Provisioning	Others
Satellite Networks		

CHALLENGE

Eutelsat OneWeb presented Celfocus with the challenge of streamlining the fulfilment process to activate their digital products instantly. A solution that could efficiently handle multi-site and multi-product order decomposition, ensuring that different parts of orders could be efficiently handed off to the responsible departments. Eutelsat OneWeb also needed support for order visualisation and the seamless mapping of commercial Product Specifications into Customer-Facing Specifications.

SOLUTION

Celfocus implemented an advanced Order Management Solution, a system capable of efficiently orchestrating, mapping, sequencing, and fulfilling customer requests, ensuring a reliable and consistent internet experience for users. By leveraging a cloud-native architecture deployed on AWS, this zero-touch and frictionless solution offers scalability, flexibility, availability and reliability to handle the global distribution of Eutelsat OneWeb's internet services.

BENEFITS

- Real-time dynamic catalogue-driven fulfilment
- Reduced implementation and operation costs
- Full E2E order tracking & visibility
- Detaches technical from commercial complexity
- Real-time updates and transparency
- Faster order design and implementation
- Quick time-to-market while adding new features