

# Communications News

Solutions for Today's Networking Decision Makers

## INTERNET

### Web-based system Shortens order cycle

Primus Telecommunications Group decided it was time to update its complex standard delivery process, which was paper-based, required manual entry of orders, and involved multiple back-end systems and sources for marketing, network, billing, data volume, and location specific pricing.

The McLean, Va.-based provider of international and domestic long-distance service chose SpaceWorks OrderManager to implement Web-based ordering. Early results already indicate a dramatically shortened cycle- from six days to one.

The new system helped Primus get new accounts up and running in substantially less time. Accounts are serviced more efficiently. Automatic links to Primus' complex back-end systems enable users-internal and external-to retrieve desired information in real time using a browser.

The status of existing orders can be tracked around the clock.

Customer service representatives can quickly and easily provision orders for dial-1, calling card or toll-free services, verify customer credit, change primary interexchange carrier (PIC) codes with LECs, establish customer billing, and activate the switch for new accounts.

Because OrderManager is a browser-based application, it was easy for Primus to extend order management capabilities to field sales reps, agents, resellers and multilevel marketing partners.

The new system is credited with saving the company an estimated \$320,000 annually in provisioning costs, with provisioning times cut by more than half. Primus is posting an additional \$400,000 in revenue annually.