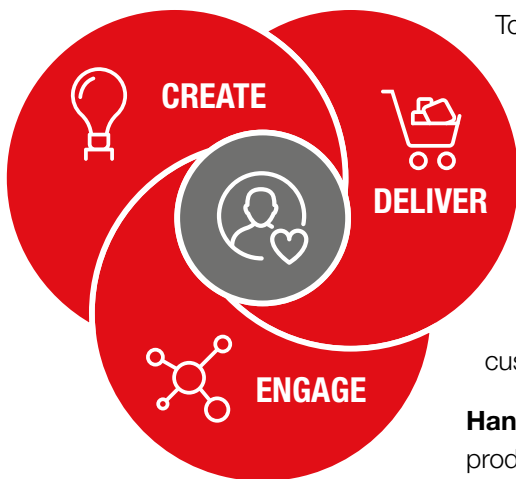


PRODUCT BRIEF



A new breed of inventory to fight data disarray and improve order conversion, throughput and monetisation



To achieve high order conversion, throughput and monetisation rates in an automated fashion, service providers need immediate and comprehensive access to a customer's existing portfolio inventory – the products they've ordered, the services that were activated for those products, and the resources that were provisioned for those services. For most, however, much of this information is dispersed throughout their infrastructure in a fragmented and isolated fashion. This disarray of crucial data is, for example, a major cause of high levels of order fallout, leading to costly manual intervention and a degraded experience for both B2C and B2B customers.

Hansen Portfolio addresses these challenges head-on by centralising the product-service-resource portfolio inventory data into a single master and making that data widely available for access by any system. As a new breed of inventory, Hansen Portfolio stands out.

Productised Single Point of Truth

Directly mapped to your catalog, Hansen Portfolio is an accurate and unified portfolio data repository that can be leveraged operationally and used to create commercial insight.

Interoperable and Independent

Makes portfolio inventory data widely available to any external system via a microservices-based architecture aligned to TM Forum Open APIs.

Valuable Commercial View

Create a unique and valuable view of the current commercial profile of your business to improve marketing and sales.

HansenPortfolio™

Hansen Portfolio is a new breed of inventory software product, centralising the multiple layers of portfolio inventory – customer product inventory, installed service inventory, and allocated resource inventory – into a single master. Instead of managing this critical data in a distributed fashion where it's prone to error and synchronisation problems, Hansen Portfolio acts as the unified, centralised repository of what products and services with their resource references your customers have based on completed orders.

Hansen Portfolio plays a key role in the critical order-to-activation-to-cash process to improve order conversion, throughput and monetisation. With interoperability aligned with TM Forum Open APIs and a microservices architecture, Hansen Portfolio acts as the verification of service eligibility for new customer quotes through CRM and CPQ systems, with a pre-built integration to **Hansen CPQ**. Commercial and service order management applications use Hansen Portfolio as both a reference for order workflow tasks and as a record of the completed order and its constituent completed tasks. **Hansen OM** is pre-integrated with Hansen Portfolio as part of the **Hansen Create-Deliver-Engage Suite**.

BENEFITS

Streamlines Order Conversion

Reduction in costs related to fixing errored orders - such as truck rolls and service call outs - resulting from improper configuration. The product helps to reduce resources spent on manually fixing errors during the fulfilment process.

Faster Time-to-Deliver and Revenue

Order delivery times are shortened as errors are avoided or identified as products and services are configured by your sales teams. You will benefit by having a single-point-of-truth for all business lines and thus eliminating data inconsistencies across the enterprise.

Product and Customer Experience Improved

Hansen Portfolio allows orders to be fulfilled quickly, accurately and consistently by avoiding data problems during the quote, configuration and fulfilment process. No longer will quotes for moves, add, changes, or deletions (MACD) be made on bad data about what the customer has, thus



Hansen
Portfolio
Installed
Product,
Service, and
Resource
Inventory
Management

Entity Lifecycle Management

Product-Service-Resource Persistence

Commercial Portfolio

Technical Portfolio

Bulk Import & Export

Query – Search – Find

Security

Hansen Portfolio Functions

How To Recognise Portfolio Inventory Data Disarray

- Is the picture of what your customers actually have spread throughout your enterprise, without any central management?
- When your customers ask to confirm the products and services they have, does your company struggle to respond quickly with the correct information?
- Are you basing new quotes and orders on inaccurate portfolio inventory data that can't be verified?
- Are your customers knocking down your NPS scores because they're continually frustrated by a lack of accurate information about the products and services they have from your business?
- Does your company continue to market products and services to customers who already have offers or aren't eligible?

minimising risk to customer satisfaction for products and services delivered.

Commercial Portfolios Revealed

Hansen Portfolio creates a real-time and unified commercial profile database based on what your customers have ordered, helping you to build or add to a commercial database for marketing and sales insight.

Interoperable Architectures Supported

Seamless integration through a TM Forum Open API-compliant and microservices-based integration framework, allowing interoperability across multiple platforms, applications, technologies and enterprise boundaries.



HansenCreate-Deliver-Engage™ for Communications Services Providers

HansenOM™
Commercial and Technical Order Über-Orchestration and Fulfilment Management

HansenPortfolio™
Installed Product, Service and Resource Inventory Management

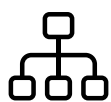
HansenCCB™
Convergent End-to-End Customer Care and Billing for CSPs

HansenCPQ™
Cross-Market / Omni-Channel Quote and Order Capture

HansenCatalog™
Commercial Product and Technical Service Catalog and Lifecycle Management

HansenProvision™
Network Service and Device Activation

Mapped to Catalog



Hansen Portfolio is catalog-driven by mapping to **Hansen Catalog** or any third-party product so the resulting portfolio inventory is always referenced to your master product and service data store.

Active Accessible Data



Makes data widely available for interrogation by analytics applications to derive insights, and to other systems including CRM, web commerce, CPQ, order management, provisioning and data warehouses.

Real-time Data Management



Real-time updates to portfolio inventory records as data changes due to order decomposition and workflow completion; also provides direct administrator access if required.

Administration



Search and view records, update instances, full text searching and custom “pagelets” to render service objects.

Entity Lifecycle Management



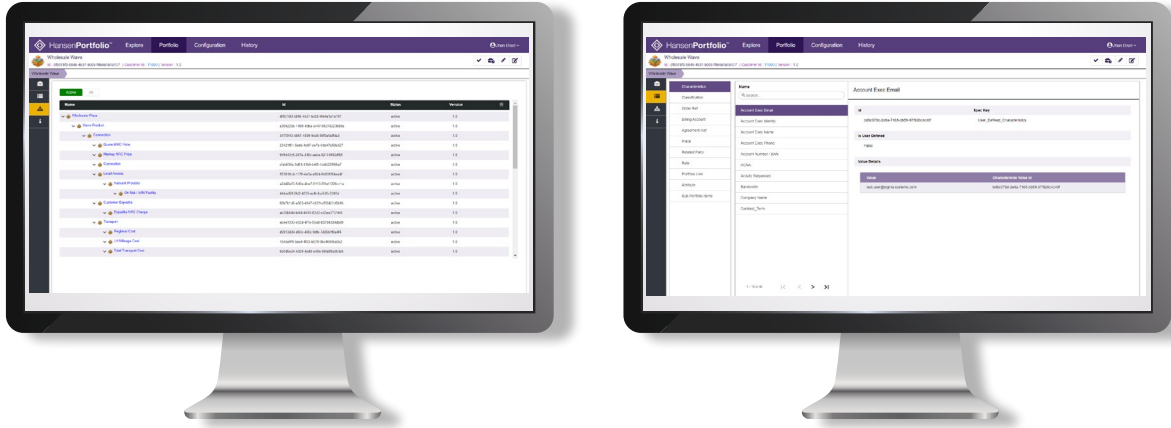
Product instance creation, deletion, and status change as well as service instance creation, deletion and status change as per TM Forum Open APIs.

Security



Support for security audits, including IL3 compliance (UK), GDPR compliance (EU) and audit logs for SOX compliance.

THE SINGLE POINT OF TRUTH FOR INSTALLED CUSTOMER PRODUCTS, SERVICES AND RESOURCES



Hansen Portfolio Managing Installed Product, Service and Resource Data

Hansen Portfolio Helps European Service Provider Harmonise BSS and OSS

CSPs have struggled with disparate data sources for portfolio inventory data to support the customer order fulfilment journey. Through engagements with leading service providers, Hansen recognised this as it developed its Create-Deliver-Engage Suite and so launched Hansen Portfolio.

A European fixed-line service provider set out to harmonise its BSS and OSS and significantly improve the ordering and fulfilment journey experienced by its customers. In doing so, it realised it needed a single point of truth to take control of installed customer product, service and resource data. Working with Hansen to shape product requirements, the service provider was the first to implement Hansen Portfolio.

Hansen Portfolio acts as the unified data repository of completed orders and the resulting full customer portfolio view for the customer base. The product manages portfolio inventory data for customers and their services across three product lines – fixed telephony, broadband Internet and digital video services – as the service provider’s business and operational support systems are harmonised as part of the overall project. The CSP is adding Hansen Portfolio to its newly designed fulfilment architecture which includes **Hansen Catalog**, **Hansen OM** and **Hansen Provision**.

Powered by 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.

