

Business Process

Order to Cash (OTC) Implementers

(Course code - ODF-4201)

Understand how TM Forum's Business Process Framework can be implemented to optimize the Order to Cash process flow, which is a critical part of today's business operations.

The "Order to Cash" process encompasses the steps from receiving a customer order to collecting payment and includes activities like order fulfilment, billing, and payment collection. Understanding and optimizing this process flow is key, in today's business operations, to enable efficient cash flow, maintain customer satisfaction and drive financial reporting accuracy. This Implementers course is a vital next step for organizations looking to leverage TM Forum's Business Process Framework to streamline operations and transition into an efficient digital service provider.

This course enables learners to appraise their current Order to Cash process, compare it to today's challenges and drivers, and provides insight into the best practices for implementing the specific Business process to optimize the flow across domains. It also shares details on mapping across the Open Digital Architecture (ODA) and ultimately running autonomously.

Level: Implementers

Prerequisites: The pre-requisites for this course are highly recommended as this course builds on basic information and applies these fundamentals to specific use cases:

- Open Digital Framework (ODF) Overview ODF-1001
- Business Process Framework Fundamentals ODF-2201
- Business Process Framework Practitioners ODF-3202
- MAMA Awareness ODF-0503
(not a Pre-requisites but highly recommended)

Duration: 1 Day

Format: Take this course in-person (onsite or virtual)
[Virtual, Trainer-led]

who should attend?

This course is suitable for:

- Business Analysts who design new go-to-market services.
- Enterprise solution architects, process practitioners and quality managers looking to create or enhance new business flows.
- End-to-end business process people responsible for the concept-to-cash flow.
- Those interested in understanding the implementation of the Business Process Framework and wishing to extend their understanding and/or start implementing the framework.
- Those who are or will be involved in a business process transformation project, needing to streamline processes and increase efficiency.
- Solution architects working for enterprise application providers or integrators.

what will you learn?

This workshop will allow you to:

- Understand the need for a modern flexible approach to business flows specifically the Order to Cash
- Be able to discuss and appraise the Order to Cash process flow and its mapping to the Business Process Framework.
- Map the Order to Cash process flow across the framework, the wider Open Digital Architecture (ODA) and OSS/BSS.
- Define the South & North bound value streams when referring to the autonomous operation of Order to Cash

course certification:

A course attendance certificate is issued on satisfactory completion of the course. There is a knowledge certification exam also associated with the course material.

course syllabus

MODULE 1

**An Introduction to Order Cash -
Challenges and Drivers**

MODULE 2

Order to Cash - The E2E Business Process Flow

MODULE 3

Order to Cash in the context of ODA

MODULE 4

Order to Cash Value Streams and Automation

what to take next?

Once the learnings of the course have been digested, in-depth training or specific coaching in Business Process Framework, are recommended. Please talk with your Engagement Manager for further information.