



Universal Order Connect for Broadband and SD-WAN

Automating and Streamlining How Wholesale Broadband Services Are Delivered

The growth of SD-WAN and cloud services and the demand for lower cost/higher bandwidth connectivity are fueling dramatic growth for high-speed Broadband internet in the enterprise space.

With no industry standards or automation, the process of buying wholesale Broadband is time-consuming, inefficient, and highly manual. Finding the right provider who can service the right location is incredibly arduous. Reviewing quotes can be like comparing apples to oranges, and when it's time to place an order, the process is complex and confusing. Each service provider uses proprietary terminology, forms, and procedures, leading to high error rates, costly delays, and dissatisfied customers.

A highly manual, disjointed process, resulting in long order cycles, high order fallout, and cancellation rates averaging fifteen percent, is the result. It's time to transform this way of doing business.

Find Off-Net Broadband Suppliers – *Fast*

Neustar, a TransUnion company, provides the only solution that eliminates the manual, swivel-chair approach to buying wholesale Broadband services. Now, the entire quote-to-cash process is automated and streamlined. To provide a smoother user experience, Neustar's Universal Order Connect (UOC) platform was built with an API-driven infrastructure to seamlessly integrate with the serviceability and quoting tool of your choice. Just enter your customers' addresses to instantly find the right suppliers for each location, along with which services are available. Then receive detailed, easy-to-understand quote comparisons that help drive intelligent, cost-effective purchasing decisions. Going forward, you can access and manage all these relationships and pricing details in one place.

Accurate Ordering: The First Time, Every Time

There are no industry standards when it comes to buying Broadband. This creates a complex and confusing mix of order requirements, terminology, and formats. UOC eliminates this issue with integrated product design templates and a customized workflow that walks you through each step of the ordering process. UOC then automatically translates and enriches your order data into the formats your Broadband suppliers understand. UOC utilizes the latest in robotic process automation (RPA) to pre-validate each order and speed up the submission process, reducing order fallout an average of forty percent. You can be confident your order is accurate the first time, every time.

A TRANSFORMATIONAL APPROACH TO ORDERING WHOLESALE BROADBAND SERVICES



Reduce the Complexity of Trouble Ticket Administration

The exchange of trouble ticket data - from subscriber to CSP to off-net carrier - can be labor intensive, expensive, and time-consuming. UOC provides an interface that automates the exchange of trouble ticket data between trading partners, enabling buyers to quickly report trouble with circuits, facilities, and network elements, including Broadband. Interconnecting with multiple providers, including AT&T, CenturyLink, Frontier and Verizon, UOC automatically validates, tracks and monitors tickets for fast and complete resolution.

Benefits:

- **Instantly identify suppliers** on a per location basis and finalize deals more quickly.
- **Automate serviceability checks and quote comparisons** to deliver faster service to your customers.
- **Simplify order management** with an open, intuitive user interface.
- **Support all wholesale access technologies and order types from one platform**, including dark fiber, Ethernet and Broadband, SD-WAN, fixed wireless, 5G backhaul, fronthaul, and more.
- **Submit orders faster** with user-friendly workflows that reduce time-consuming manual processes and order entry errors. UOC even auto-populates standard data fields.
- **Connect to OSS/BSS stack** through Open APIs/REST Interface.
- **Ensure order accuracy** with automated data enrichment and translation into the seller's preferred formatting requirements. Pre-validation reduces order fallout by up to forty percent.
- **Resolve intercarrier issues** to any off-net carrier.
- **Increase visibility and tracking of orders** with an interface that automatically incorporates order progress and enhanced updates as provided by the seller.
- **Improve decision making** with advanced analytics and reporting.

CONNECT WITH US

Learn how you can benefit from the power of trusted connections.

Email UOC@team.neustar, call **1-855-898-0036**, or visit www.home.neustar/order-management