

Order Processing System Set Up

Client Need:

The Nation's largest cable broadband provider needed a method to upgrade cable modems in one of its large metropolitan service areas. The requirement called for a database designed to capture, store and report unique information related to the cable customer's installed equipment. Specific modem make, model and serial number information would be required for each shipment. The system needed to support hundreds of order entry personnel.

The cable modem required a protective, secure shipping carton, printed inserts and an installation CD. Each shipment required a personalized letter listing the serial number and MAC address of the modem contained therein. All modem information and shipping tracking numbers were to be sent to the cable customer for provisioning and billing purposes.

Our solution:

In ten days, Replico had an operational database customized to accommodate the client's project specific needs.

An online order page was made available for order input even before the products were available to ship.

All customer functionality was accommodated.

Personalized subscriber letters were produced as modem orders were scanned and shipped.

Email alerts were generated and sent to subscribers advising actual ship dates.

Standard shipping cartons were used to save on time and cost.

Results:

Within two weeks, our cable client had a custom tool and system to manage a major project. They admitted they could not have built the application faster themselves. Custom letters contained accurate modem number information allowing the cable client to accurately track and provision the modem in its own billing system.

Replico processed and shipped all modem upgrade orders on the same day they were received. Shipping data was aggregated every 12 hours and sent back to the client for provisioning purposes. The client was pleased with our rapid response and full service solution.

About Replico

Founded in 1999, Replico is a leading provider of innovative, integrated supply chain services. We deliver a full range of services including print and package production, final assembly and testing, warehousing, fulfillment, logistics and returns processing. Our expertise in database technology allows us to provide state of the art web enabled solutions that integrate with customer systems to manage inventory and order flow requirements. Our services reduce client costs and deliver a positive out of box experience for the end user. Replico is proud to serve some of the nation's largest and most respected companies in the cable TV, software and financial services industries.