Technical Specification

Introduction

In order to improve current IPTV equipment management process we have to develop application that will support this process through complete lifetime of the equipment.

Application has to have interface with SAP, Retail, WMS, Eventus and Billing system.

List of equipment that has to be managed:

- ADSL router / HGW
- ADSL modem
- STB
- ONT

Software Requirements

1. Alert management:
   - Deviation from minimal equipment quantities on warehouse
   - Available quantities on every warehouse in system (Central Warehouse, shops/partner-shops, TK Centers)
   - Expiration of equipment warranty period on any of warehouses
   - Number of users that are waiting for installation (IPTV users)
   - Sending of malfunction equipment for repair (tracking malfunction equipment quantities)

2. Planning book:
   - Equipment forecast (forecast of needed equipment based on inputs: forecasted number of users and inputs from user, statistic of malfunctions, statistics of installations and forecast deviation from installations, average time of equipment delivery from suppliers, etc.)
   - Orders: planned, confirmed and delivered quantities
   - Safety stock
   - Equipment prices
   - Delivery terms (no. of days) from suppliers
   - General deviation planned/installed

3. Stock management:
- Tracking of equipment by months/days (how long will supply last considering current install ratio)
- Average installations of equipment
- Value per product
- Tracking of malfunction equipment (location, type of malfunction)
- Tracking by Serial number (for STBs: Serial number, MAC and GUID)
- Based on contract and warranty - tracking of warranty period for every device and detail status per warehouse

4. Actual sales book:
   - Product installations/sales (selectable date from and date to)
   - Product installations/sales per brand and possibility for chart analysis
   - Product installations/sales by prices (from, .. to)
   - Product installations/sales per service
   - Product installations/sales per package

5. IPTV Inventory – stock management:
   - Process implementation defined in procedures for IPTV equipment management
   - Implementation of additional requests that will be defined in blueprint phase

Implementation requirements

- Selected implementer should take care of all communication between third party system vendors (SAP, Retail, WMS, Eventus, etc.) in order to support implementation of interfaces between new app and existing systems.
- Implementation should be completed no later than 1st of June 2013.
- Minimum 24 months of support + 2 months of intensive support in initialization period.
- Included personnel training for all CT employees that will have to use the software.
- Included SLA agreement.