

**Tecnotree**

**Open Digital Architecture  
Solution Conformance Certification Report**

**Digital Partner Relationship Manager (DPRM)**

**Business Process Framework (eTOM) Release 22.0**

**TM Forum Standard**

*Business Process Framework (eTOM)*

**14<sup>th</sup> June 2023  
Report Version: 1.0**

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## 1. Introduction

### 1.1 Tecnotree – eTOM Certification Scope for Reference

eTOM Scope for Digital Partner Relationship Manager (L3s)

TM Forum - Business Process Framework (eTOM) v22.0 Conformance Assessment	
	<b>Tecnotree</b>
	<b>Tecnotree - Digital Partner Relationship Manager</b>
	<b>Solution</b>
	<b>5</b>
<b>Level 2</b>	<b>Level 3</b>
<b>1.6.3 - Party Relationship Development &amp; Retirement</b>	
	1.6.3.1 - Party Relationship Management
	1.6.3.2 - Party Demographic Collection
	1.6.3.3 - Party Profiling
<b>1.6.4 - Business Partner Offering Development &amp; Retirement</b>	
	1.6.4.1 - On-board Business Partner Product Specification & Offering
	1.6.4.2 - Off-Board Business Partner Offering & Specification

Figure 1 – Tecnotree - eTOM Certification Scope for Digital Partner Relationship Manager

### 1.1 Executive Summary

This document provides details of Tecnotree’s self-assessment and TM Forum’s Conformance Assessment of the Tecnotree - Digital Partner Relationship Manager v 5.0 against the following ODA core frameworks:

- Business Process Framework (eTOM) Version 22.0

The assessment included a review of the methodology approach to process modeling against the TM Forum’s Business Process Framework (eTOM) according to the specific processes submitted in scope for the Assessment.

For more information on the Tecnotree Digital Partner Relationship Manager please contact: [marketing@tecnotree.com](mailto:marketing@tecnotree.com)

For any additional information on this Framework Conformance Certification Report, please contact TM Forum at: [conformance@tmforum.org](mailto:conformance@tmforum.org).

## 1.2 About Tecnotree

Tecnotree is a global provider of telecom IT solutions for the management of products, customers and revenue. Tecnotree helps Communications Service Providers to transform their business towards a marketplace of modern and digital services. Tecnotree empowers service providers to monetize service bundles, provide personalized user experiences and augment value throughout the customer lifecycle. Tecnotree serves around 90 service providers in more than 70 countries. Tecnotree is listed on the main list of NASDAQ Helsinki with the trading code TEM1V.

Tecnotree has a well-defined and augmented portfolio of products that is in line with the vision of Digital Transformation for DSPs and one which can provide a smooth transition from CSPs to DSPs. The following table provides this digital strategy that Tecnotree has embedded in its portfolio of products.

Table 1 Tecnotree's Digital BSS Strategy

Tecnotree Digital Strategy		
<b>Digital for Business</b>	Continuous customer engagement through different channels to understand consumer behaviors and generate higher revenues	<ul style="list-style-type: none"> <li>▪ Omni Channel</li> <li>▪ Digital Marketplace</li> <li>▪ Digital Wallet</li> <li>▪ Advanced Campaigns</li> <li>▪ Loyalty Monetization</li> <li>▪ Personalize Experience</li> </ul>
<b>Digital for Technology</b>	Providing Platforms and Tools to achieve agility for delivering Business goals	<ul style="list-style-type: none"> <li>▪ Orchestration</li> <li>▪ Open API</li> <li>▪ Service Innovation</li> <li>▪ Micro services</li> <li>▪ Advance Analytics/ML</li> <li>▪ Containerization</li> </ul>
<b>Digital for Operations</b>	Automation of tasks and providing insights into process or business performance through guided application intelligence	<ul style="list-style-type: none"> <li>▪ Self-Healing -ML</li> <li>▪ Operations Anywhere APP</li> <li>▪ Continuous Deployment</li> <li>▪ Automated Fault Management</li> <li>▪ Self-Monitoring</li> </ul>

Below table highlights Tecnotree signatures for Digital BSS Suite 5.

Table 2 Tecnotree Digital BSS signatures

Tecnotree Digital BSS Signatures	
<b>Mobile First</b>	Tecnotree's strategy is to move from Mobile too to Mobile first experience. Mobile native Apps are provided for partners, DSP's marketplace managers and consumers.
<b>Omnichannel Enabled</b>	Extending Omni channel experience which is all about creating an Omni-present and consistent experience across all channels.
<b>Open APIs</b>	Opening Partner ecosystem through Open API's and monetization capabilities with Seamless integrations
<b>Reduced TCO</b>	<ul style="list-style-type: none"> <li>• Open source technical stack eliminates expensive license cost</li> <li>• Standardized services increase reusability and reduce overall cost</li> <li>• Improved performance and availability reduce the downtime</li> </ul>

Tecnotree Digital BSS Signatures	
<b>Cloud-Native</b>	Embracing Cloud-Native technologies helps in selecting the right future-proof stack among the rapidly evolving options is critical and cannot wait
<b>Micro-services Orchestration</b>	Achieving Agility, Reusability, Self-Governing, Cohesiveness, Testability, Deployability, Scalability, and high Availability
<b>Incremental feature improvements</b>	Continuous Delivery as the means of fast delivery of incremental features
<b>AI Enabled</b>	<ul style="list-style-type: none"> <li>AI Enabled digital products providing deep insights about Customers, Partners, Services/Products</li> <li>Adding intelligence to ease Operations</li> </ul>
<b>Self-healing</b>	Proactive Managed Services through Self-Healing based on AI & ML capabilities
<b>Automated fault management</b>	Thorough Fault Tolerant and Resilient solution
<b>Auto Scaling</b>	Capability to augment capacity on demand basis

We enable communication service providers to overcome digital barriers and capture the complete value of automation and connectivity. With over 40 years of deep domain knowledge, technical expertise, proven delivery and transformation capability across the globe, the company’s portfolio spans across open-source technology-based agile products and solutions, comprising of a full range of business processes and subscription management for telecom. Our offerings include pre-integrated B2B, B2C and B2B2X solutions.

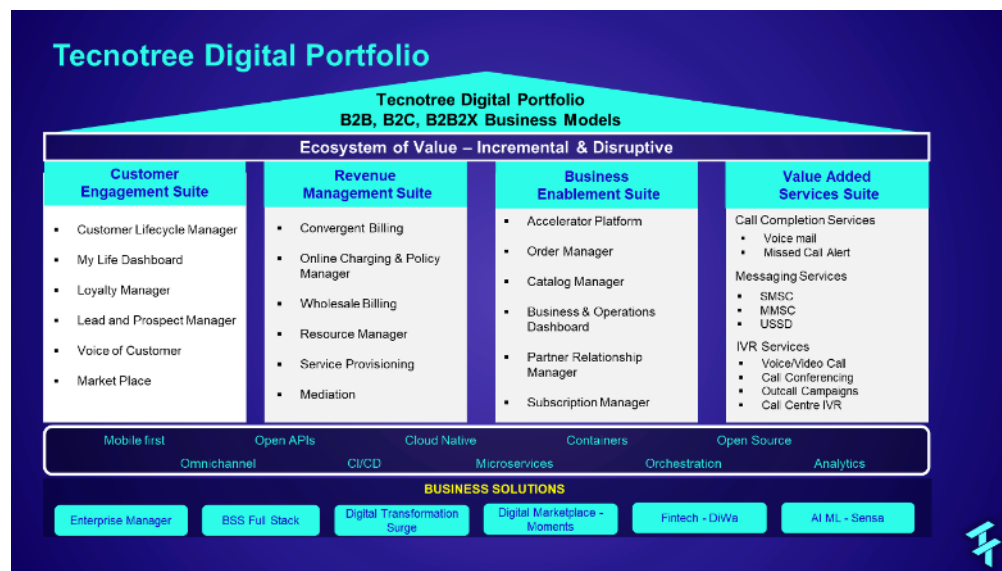


Figure 2 – Tecnotree Portfolio

## 2. Product Functionality/Capability Overview

### 2.1 Tecnotree - Digital Partner Relationship Manager - Platform Overview



Figure 3 – Tecnotree – Digital Partner Relationship Manager Overview

The following are the key features of Tecnotree - Digital Partner Relationship Manager:

- Assisted & Non-Assisted Partner Onboarding
- Seamless onboarding of Partner Products
- Standard & Dynamic Contracts
- Real time Settlements & Commissioning
- Empower partners with Self Serve operations
- Real time dashboards to track partner performance
- Truly Partner 360-degree view
- Proactive messaging and automated workflows to ensure partners stay informed
- Partner Loyalty & rewards

## 2.2 Tecnotree - Digital Partner Relationship Manager Benefits

### Business Benefits

Our solution addresses the key aspects and the pain areas

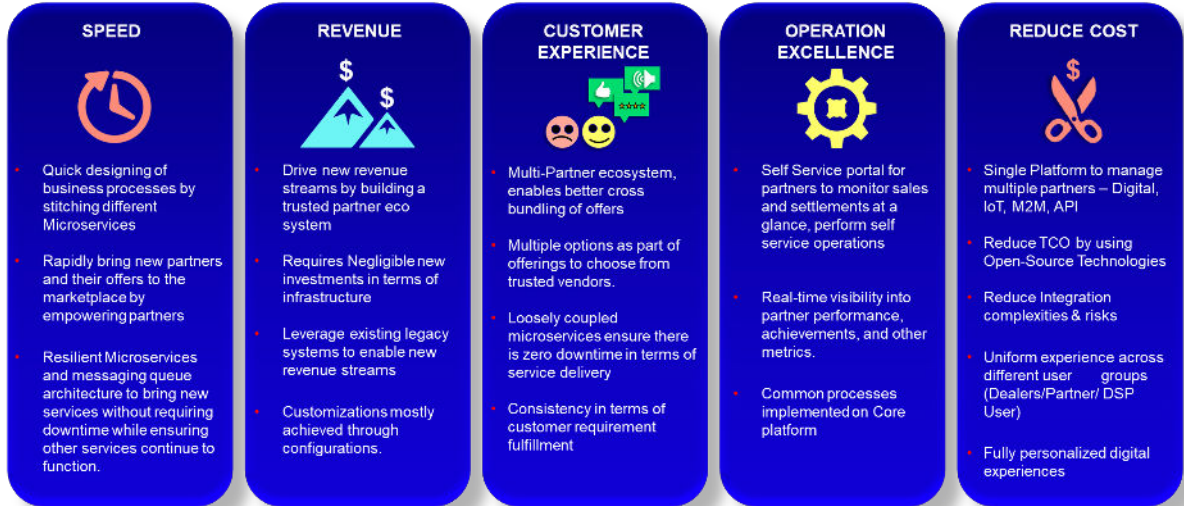


Figure 4 - Tecnotree – Digital Partner Relationship Manager value proposition

## 2.3 Tecnotree - Digital Service Provisioning System Modules

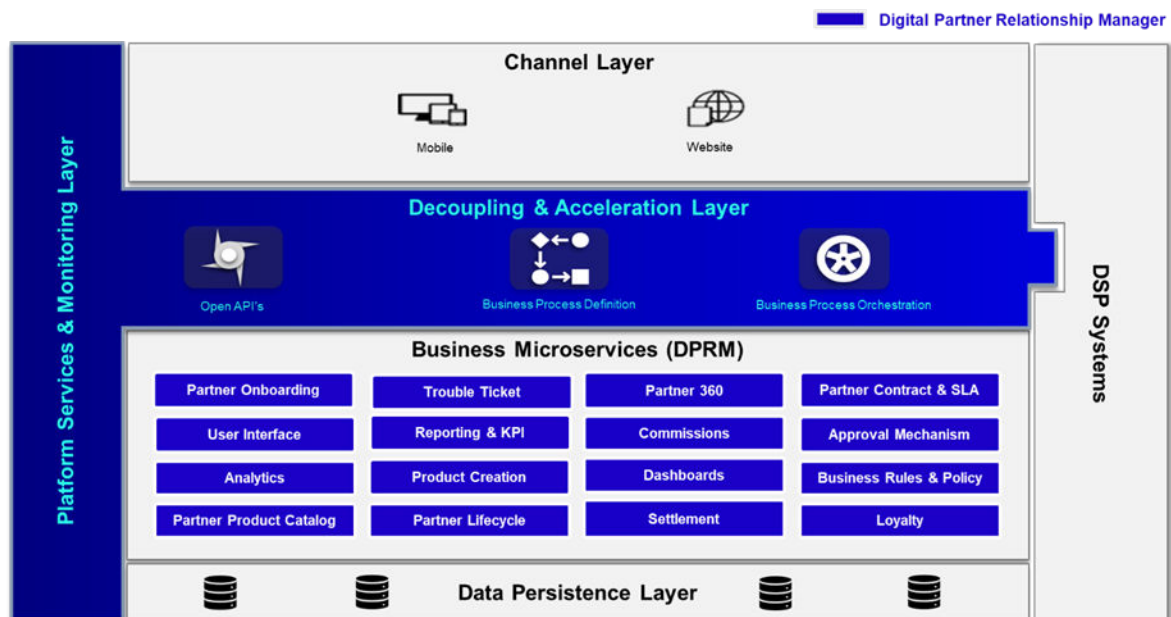


Figure 5 - Tecnotree - Digital Partner Relationship Manager Architecture



## 2.4 Tecnotree - Digital Partner Relationship Manager Supported Installation Models

The following installation models are applicable for Tecnotree - Digital Partner Relationship Manager:

### Deployment Methodology

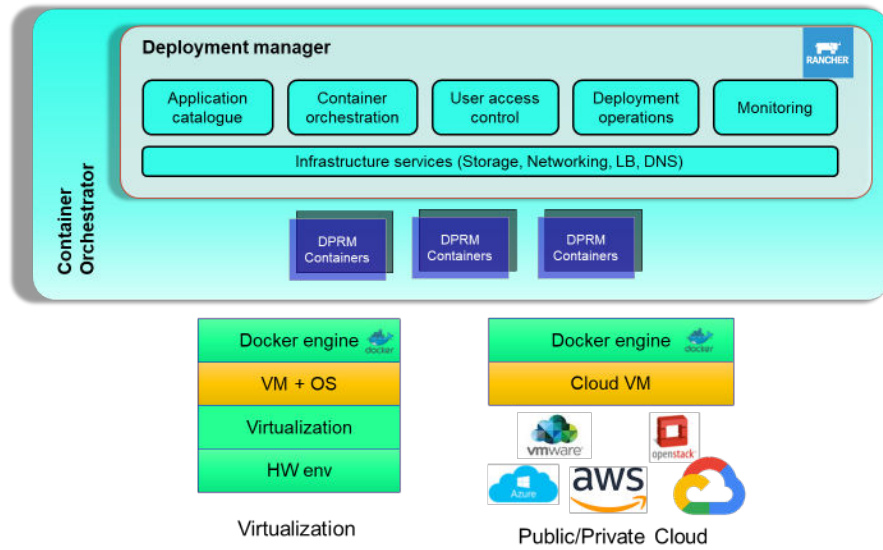


Figure 6 - Tecnotree - Digital Partner Relationship Manager Installation Models

## 2.4 Product Scope

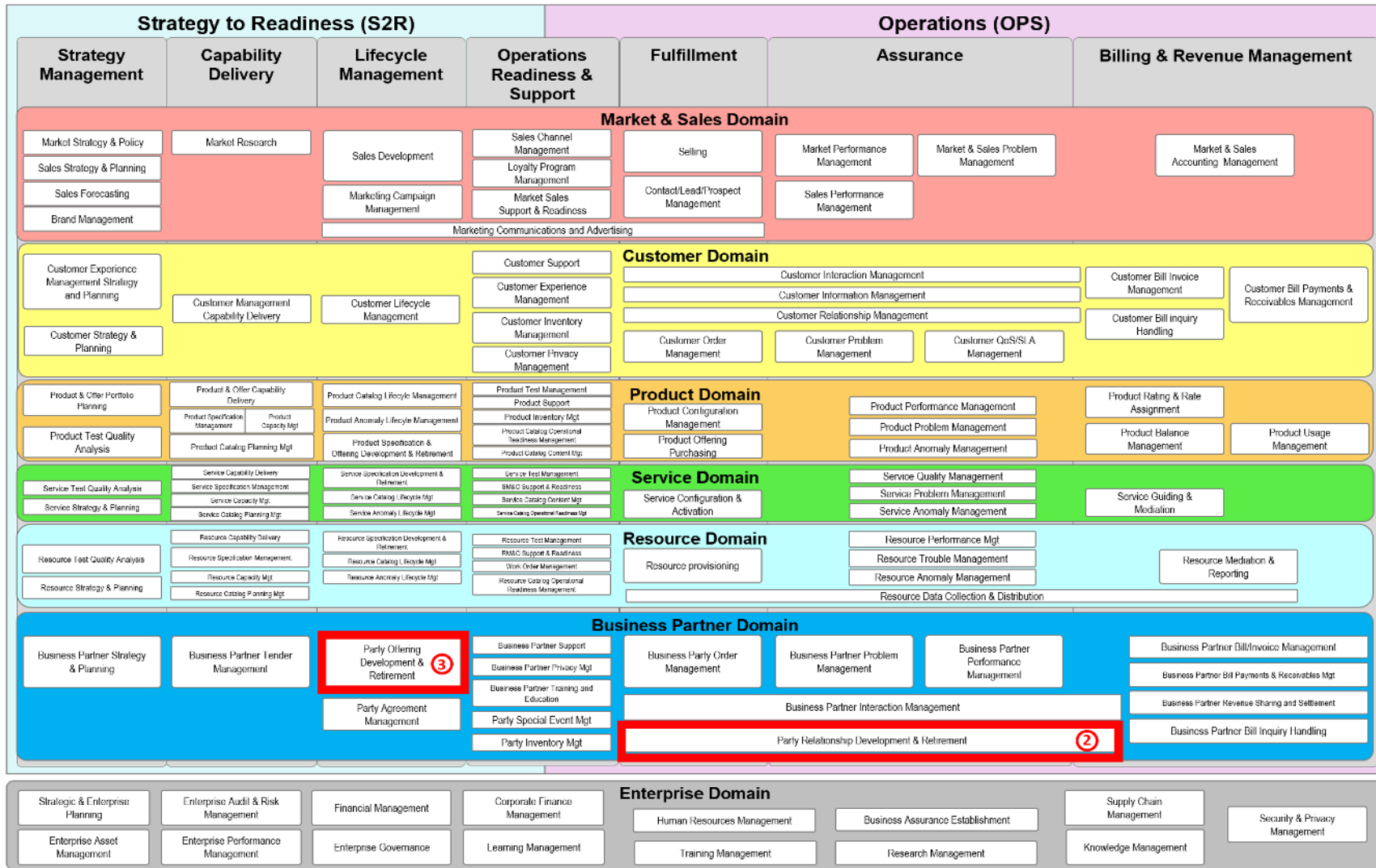
### Digital Partner Relationship Manager - Business Enablers



Figure 7 - Tecnotree - Digital Partner Relationship Manager Scope

## 2.6 Business Process Framework (eTOM) Certification Scope

The following figure represents the Business Process Framework (eTOM) Level-2 processes that were presented in scope for conformance certification for the Digital Partner Relationship Management System (DPRM).



**③** Number of L3 process elements in scope for certification

Figure 8 – eTOM L2 processes coverage for Tecnotree’s Digital Partner Relationship Manager

### 3. Business Process Framework Assessment Overview

#### 3.1 Mapping Technique Employed

Business Process Framework Level 3 descriptions are analyzed by focusing on implied tasks also referred to as implied functional requirements. (This is similar to how process decomposition can use Semantic Analysis). Each Business Process Framework process is supported by descriptive text. In many cases, each process is aligned and mapped to appropriate company documentation references solution, methodology or modeling material.

Color coded text as highlighted below is used as part of the process mapping whereby highlighted text indicates the level of support for a Level 4 process implied task:

- **GREEN** is used to highlight key words or key statements that are fully supported
- **YELLOW** is used to highlight key words/key statements that are partially supported
- **GREY** is used to highlight key words/key statements that are not supported
- No highlighting is used for words/statements that are irrelevant, just for reference or needed to complete the sentence.

As of February 2018, TM Forum allows mappings to be provided against Level-3 process elements when:

- L3s have relevant, consistent full detailed descriptions reflecting all L4 process elements in their decomposition (usually implied tasks identified and separated by bullet points)
- No decomposition to Level 4 processes was available for a particular L3 process, but the Level-3 mappings fulfil the condition described above, therefore the score awarded hereafter is for the Level 3 process in its entirety.

#### Manual and Automated Support

It is important to determine whether the implied task is supported by manual steps, automated steps, or a combination of both. In this document, “A”, “M”, or “AM” is used for each task to indicate that the step or steps is/are automated (A), manual (M), or both (AM).

#### TM Forum Note 1:

When process mappings are presented against Level 4 processes, the mappings are most often provided against the text in the “Mandatory” field for the process. In the event of the Mandatory field not being defined in the eTOM specification, the process mappings are in that case provided against

the Level 4 Extended description. If an Extended description is not defined, then the mapping is provided against the Brief description.

**TM Forum Note 2:**

Note that if a Level 3 process has not been decomposed to Level 4 processes in the Business Process Framework, in such cases the process mapping support is provided against the Level 3 process descriptions using the Mandatory/Extended/Brief description as per the guidelines explained for Level 4 based mappings in the previous note.

### 3.2 Scope of Conformance Certification (eTOM)

This section conveys information about the Business Processes implemented by Tecnotree - Digital Partner Relationship Manager System v 5.0 in accordance to the TM Forum eTOM Framework Version 22.0. The section covers the following five L3 Processes.

### 3.3 List of Certified Processes– Chart (eTOM)

TM Forum - Business Process Framework (eTOM) v22.0 Conformance Assessment	
	<b>Tecnotree</b>
	<b>Tecnotree - Digital Partner Relationship Manager</b>
	<b>Solution</b>
	<b>5</b>
<b>Level 2</b>	<b>Level 3</b>
1.6.3 - Party Relationship Development & Retirement	
	1.6.3.1 - Party Relationship Management
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	1.6.3.3 - Party Profiling
1.6.4 - Business Partner Offering Development & Retirement	
	1.6.4.1 - On-board Business Partner Product Specification & Offering
	1.6.4.2 - Off-Board Business Partner Offering & Specification

Figure 9- List of Level 3 certified processes

### 3.4 Coverage of Certified Processes against eTOM Framework

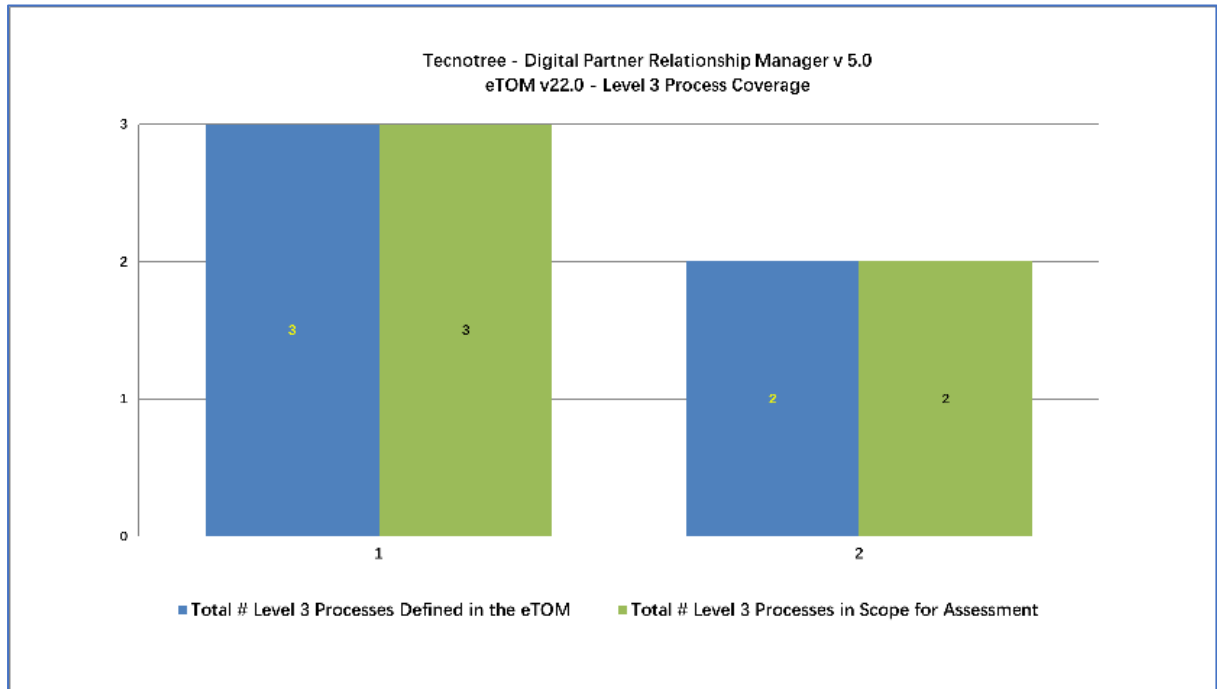


Figure 10- Level 3 process scope for certification

### 3.5 Business Process Framework – Scoring Guidelines

This section provides the Process Mapping output from the self-assessment carried out by TM Forum Subject Matter Experts alongside supporting documentation made available for this purpose.

Business Process Framework - Conformance Certification Methodology		
Process Level	Conformance Score	Qualifier
Level 1 Process	Not applicable	Conformance Assessment shall not be carried out at this process level.
Level 2 Process	Not applicable	A conformance level is not awarded to Level 2 processes in Framework Certification. The Certification Report shall highlight the coverage within a Level 2 process submitted in scope for an Assessment, in terms of number of Level 3 processes submitted for assessment out of the total number defined in the Business Process Framework for the Level 2 process.
Level 3 Process	Conformance Score is awarded between 3.1 & 5.0	The Conformance Score is awarded for each Level 3 process submitted in scope for the Assessment. The Conformance Score awarded can be a value between 3.1* & 5 depending on the level of coverage & conformance to the Level 3 process based on the alignment to the level 3 Implied Tasks as decomposed in the Level 4 process definitions. If a Level 3 process has not been decomposed to Level 4 processes, the Level score is awarded according to alignment to the Level 3 defined Implied Tasks.
Level 4 Process	Level of conformance is calculated as input to parent Level 3 Process Score	Levels of conformance are calculated for Level 4 processes according to alignment to the individual implied tasks. Level 4 scores are summed and averaged to given an overall score for the parent Level 3 process.
* In earlier Conformance Assessments, scores were awarded to Level 1 & Level 2 processes using values 1 through to 3. For this reason, the Level 3 scores start from > 3.		
Additional Notes		
Note 1 - Level 1 processes shall be presented to define the assessment scope only. i.e. they shall not be assessed as self-contained processes since the level of detail is not considered sufficient. A conformance level shall not be awarded for Level 1 processes.		
Note 2 - Level 2 processes shall be presented to define the assessment scope only. i.e. they shall not be assessed as self-contained processes since the level of detail is not considered sufficient. A conformance level shall not be awarded for Level 2 processes. However, the Certification Report shall provide good indication of the coverage of the Level 2 process in terms of number of contained Level 3 processes submitted in scope for the Assessment.		
Note 3 - The Conformance Assessment shall be carried out at process level 3 (if there are no level 4 process elements defined for a specific level 3 in scope) or at level 4 (if there are level 4 process elements defined for a specific level 3 in scope). For each Level 3 process (when there are no level 4 processes available), conformance shall be deduced according to the documented support for the process implied tasks. For each Level 4 process (when available), conformance shall be deduced according to the documented support for the process implied tasks, as decomposed and described in the Level 4 process descriptions. The score awarded for a Level 3 process, is deduced according to the support mapped to the Level 4 processes/Implied Tasks.		
Note 4 - In evaluating conformance to the standards, manual intervention shall not impact the conformance score granted. However, any level of manual support shall be noted in the Conformance Report and Detailed Results Report. This note specifically applies to Product & Solution Assessments.		
Note 5 - Processes that are supported via manual implementation only, are not considered in scope for the Assessment. This note specifically applies to Product & Solution Assessments.		

Figure 11- TM Forum Business Process Framework: Conformance Scoring Rules



### 3.6 Business Process Framework – Process Mapping Descriptions

This section provides the mapping of the eTOM v22.0 against the processes performed by Tecnotree - Digital Partner Relationship Manager v 5.0.

The self-assessment was reviewed by TM Forum Subject Matter Experts alongside supporting documentation provided.

*Mapping details & reference to supporting evidence.*

The documented mapping information for all Level 3 processes in scope for the certification are available from [this link](#).

### 3.7 Conformance Result

This Section details the Scores awarded to reflect Conformance to the Business Process Framework components of eTOM v22.0.

TM Forum Open Digital Architecture v.22.0 Assessment Scoring Document - Business Process Framework (eTOM)				
<b>Company:</b>		<b>Tecnotree</b>		
<b>Product:</b>		<b>Tecnotree - Digital Partner Relationship Manager</b>		
<b>Assessment Type:</b>		<b>Solution</b>		
<b>Number of L3 Processes in Scope:</b>		<b>5</b>		
<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Certification Final Scores for Level-3 Process Elements</b>	
<b>1.2 - Product</b>				
	<b>1.6.3 - Party Relationship Development &amp; Retirement</b>			
		1.6.3.1 - Party Relationship Management		5/5
		1.6.3.2 - Party Demographic Collection		5/5
		1.6.3.3 - Party Profiling		5/5
	<b>1.6.4 - Business Partner Offering Development &amp; Retirement</b>			
		1.6.4.1 - On-board Business Partner Product Specification & Offering		5/5
		1.6.4.2 - Off-Board Business Partner Offering & Specification		5/5

Figure 12- - eTOM Conformance Scores Summary

### 3.8 Business Process Framework – Conformance Result Summary

This Section provides a graphical view of the conformance levels granted to the Level 3 Processes presented in scope for Tecnotree - Digital Service Provisioning System v 5.0. Each Level 3 process was measured using a Business Process Framework (eTOM) conformance score according to the level of Conformance – Full Conformance (Score = 5) or Partial Conformance (Score below 5)

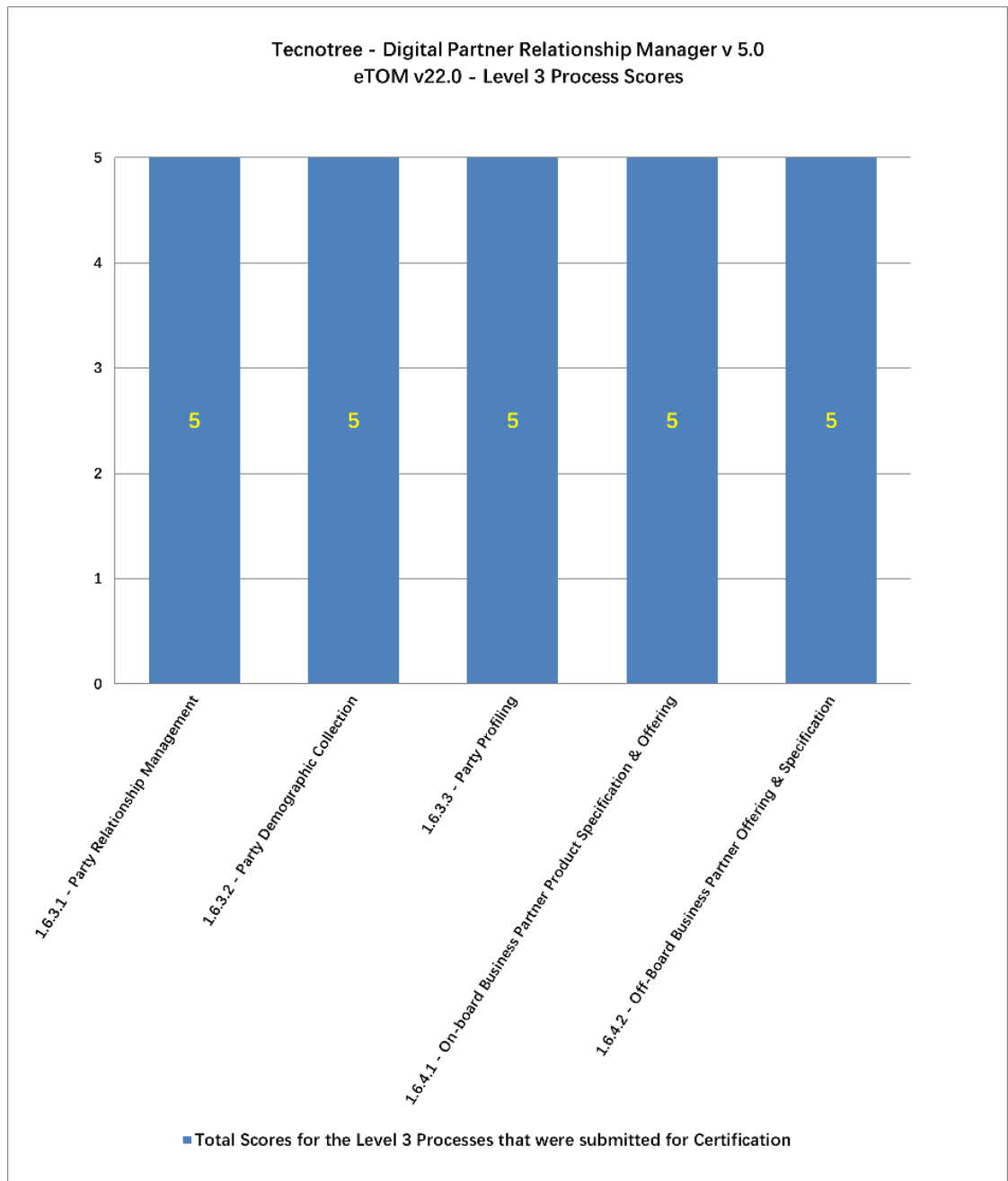


Figure 13- eTOM Conformance Scores