

# **GRTrack™ CLEI code and PCN Processing System**

Since its introduction in mid-2004, GRTrack™ Software (formally known as CPPSys™) has been implemented or is in evaluation by some of the world's largest telecom equipment suppliers. Most of these companies have supplied product to the RBOCs for many years and have either struggled with CLEI code/PCN processes manually or have used their own "home grown" systems to try to manage the processes. Our experience with these companies has really driven the attributes of GRTrack™ to the surface. So much so that several of the RBOCs have become interested in GRTrack because of the benefits they can realize from the product and Telcordia has taken an active role in the review process.

GRTrack™ integrates CLEI code and PCN processes into one simple-to-use system using a shared database. What this means to the equipment manufacturer is that they have one database to maintain and the common data between these two processes is shared, thus avoiding duplication of effort and improving accuracy. What it means to the customer is faster turnaround of CLEI code requests, more timely communications on product change notices, and better accuracy of the information conveyed.



# GRTrack

**ADMIN**

GRTrack Rev-8.0 05/24/2009

<div style="border: 1px solid #800000; padding: 5px; text-align: center;"> <b>Manage Telcordia CLEI Code Requests</b>  <small>Per GR485</small>  <input type="checkbox"/> </div>	<div style="border: 1px solid #800000; padding: 5px; text-align: center;"> <b>Manage Customer Change Notification</b>  <small>Per GR209</small>  <input type="checkbox"/> </div>
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<input type="button" value="Getting Started"/>	<input type="button" value="Your Company Data"/>
<input type="button" value="Update Registration"/>	<input type="button" value="About GRTrack"/>




## GRTrack

### Telcordia CLEI Code Request Management

Initiate a New CLEI Code Request

Finalize CLEI Code Information

CLEI Code Request Reports

Data Import Functions

Company Data     Billing Contacts



## GRTrack

### Change Notification Process Management

Customer Profiles

Product Cross Reference

Process Product Change Notices

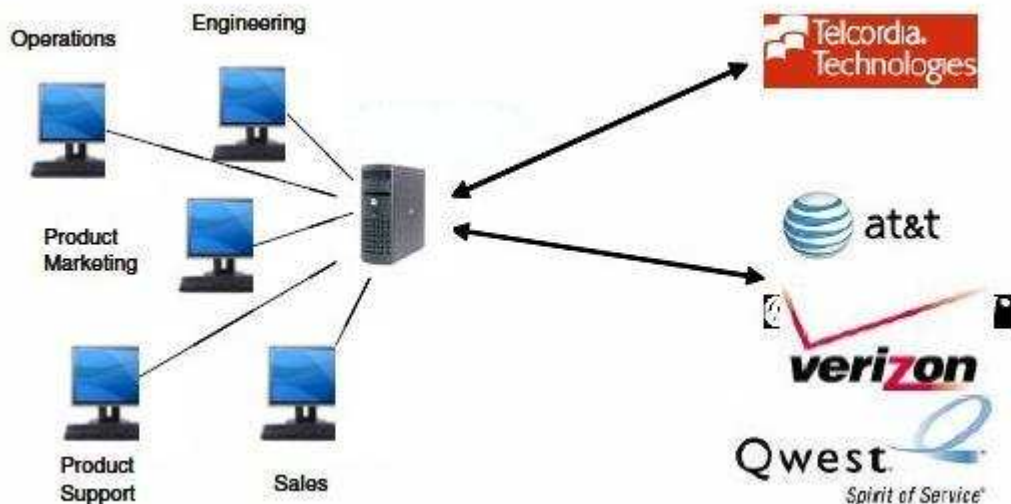
Change Notice Customer Approval

Customer and Change Notice Reports

## MAIN MENUS - GRTrack™ CLEI/PCN

- Quick Set-up
- Easy changes
- Status at a glance
- Eliminates redundancy

GRTrack™ is a client server system that can allow multiple departments to input into the same common database. Feedback from our customers indicates that they often depended on emails and paper to move product information from engineering and operations to the marketing support personnel administering CLEI code applications and a similar process for development of PCNs. The distributed architecture of GRTrack™ allows all departments to have a common view of the forms and details to be submitted for both processes and store the information directly in the system. Emails and paper are eliminated, rewriting of product detail into the required forms is eliminated, and accuracy is improved. Time and money are saved in the process and the quality of work is increased.



A number of equipment vendors have faced downsizing and significant reorganizations putting a greater workload on the remaining staff and in many cases requiring personnel unfamiliar with the Telcordia/RBOC requirements to pick up the task of administering the CLEI code and PCN processes. With GRTrack™ the problem is alleviated since the system's forms are populated with GR485 and GR209 driven pull downs to guide the user through completion and the system is updated with the latest GR485 and GR209 revisions as part of its ongoing maintenance. Addressing the issue of staff turnover and downsizing is one of the key benefits realized from implementation of the GRTrack™ software system.

Recent requirements issued by the RBOCs to deliver PCNs in Pipeline Delimited format is putting an additional burden on equipment suppliers since the format is complex and timely to construct. GRTrack™ provides 6 different formats for PCN output, one of which is the Pipeline Delimited format. The system allows for custom formatting on a customer by customer basis, tailoring the vendor's response to what the customer demands.

A number of smaller companies have questioned whether their volume of CLEI codes and PCNs could justify implementing GRTrack™. Collaborative Quality Systems has identified the processes and relative time and resource requirements related to administering the CLEI code and PCN functions. Through analysis of this data, we have developed a Return on Investment calculation that shows unequivocally that companies administering as few as 10 CLEI Code Requests and 10 PCNs per year will realize enough savings to pay for the system in its first year of implementation. The savings alone justify its use, not to mention the improved customer satisfaction realized from its implementation through improved accuracy and more timely communications.

Some companies have indicated that they have had problems keeping track of their communications with customers who receive Product Change Notices. They indicate storage limits on their email systems and/or multiple sources communicating with the customer. GRTrack™ provides a central database of archived communications. Product and customer detail is maintained to view and access by multiple users within the company insuring maintenance of an accurate, shared history of communications and common information. The above are but a few of the reasons customers have chosen GRTrack™ for this very important product and customer facing program. GRTrack™ is the only system of its kind to integrate the CLEI code and PCN processes. The resulting savings and improved customer satisfaction realized from its use are solid reasons for any equipment manufacturer to seriously consider its implementation. GRTrack™ is but one of a full family of customer support systems released by Collaborative Quality Systems.

GRTrack Delivers

- Automated Internal and External CLEI/PCN Functions
- Standardized Procedures that Meet ISO Requirements
- Improved Interfaces with Telcordia and the Customer
- Reduced Cost by Reducing or Eliminating Errors
- Keeps Other Systems Updated and Current
- Compliance with Industry Requirements and Standards
- Enhanced or New Processes
- ROI normally in Year 1 or Year 2
- On-going Feature Enhancements
- Customer Support Available by Phone or Email
- Complete traceability if emails issued to Telcordia and customers by date and format used.
- Track customer approval requirements and reports on open customer approvals for followup.