

# VODAFONE & KFA CONNECT



**A 25 year partnership built on a deep understanding of the client's business**

KFA Connect first built Vodafone's original Corporate Customer Order Capture and Order Management application in the early 1990's.

Over the past 20 years the robustness and flexibility built into the original system has been proven many times over and is still core to Vodafone's IT infrastructure today.

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- Best practise business innovations and new technologies have been continually utilised and adopted to maintain and strengthen Vodafone's market position
- Additional order capture streams including Corporate online Self-serve have been added
- All streams are fully integrated into the Order management system for seamless processing across all sales channels

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**In addition many other projects have been undertaken for Vodafone including:**

- Introduction of Consumer Order Fulfilment for all sales channels including retail stores
- Order Capture Integration with Siebel
- Invoice and credit creation and printing
- Cost Accounting Interfacing to Oracle E-Business
- Deliver To Store (DTS) Functionality
- Fraud Order Capture Module – prevent despatch of fraudulent orders
- Returns and Recoveries management
- SIM Supply Controller – to ensure all PAYG SIMs leave the Warehouse with an associated CTN.
- Incentive Fund Management for corporate customers
- One-Net ordering

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Having proven the quality of our work through the successful completion of these projects, Vodafone now regularly introduce us to other organisations and we have undertaken projects for both Unipart Logistics (UTL) and Sainsbury's as a result.