



Amdocs Service Orchestration

End-to-end service fulfillment orchestration across domains

Amdocs Service Orchestration (SVO) is a highly scalable, catalog-driven service management platform within the **Amdocs Intelligent Network Suite** portfolio and part of the **Service and Network Orchestration** product family. It enables service providers to manage the complete lifecycle of B2C, B2B, and B2B2x orders, including simple and complex, multi-service customer orders supporting both manual and fully automated provisioning across hybrid OSS environments without requiring rip-and-replace of existing systems.

SVO provides a consistent, end-to-end service fulfillment methodology by orchestrating product, service, and resource orders through dynamic workflows, enabling full visibility, control, and governance across the fulfillment process.

Business benefits

Accelerated time to market

Reduces the time required to introduce new products and services through a catalog-driven fulfillment approach that enables reuse and recomposition of existing service capabilities.

Optimized operational efficiency

Automates and orchestrates complex fulfillment processes across multiple systems, reducing manual intervention while supporting both human-centric and system-centric workflows.

Consistent service fulfillment execution

Ensures predictable, repeatable fulfillment by enforcing standardized orchestration logic, dependency management, and milestone tracking across all orders.

Reduced operational complexity

Decouples business orders from underlying technology and fulfillment systems, minimizing the impact of operational or network changes on business processes.

Improved service quality and SLA adherence

Provides real-time order visibility, milestone tracking, jeopardy detection, and escalation management to proactively manage service delivery commitments.

Addressing key challenges



Complex, hierarchical enterprise orders

Orchestrates large-scale enterprise orders comprising hundreds of site, product, and service orders with cross-order dependencies.



Hybrid and multi-system fulfillment environments

Coordinates fulfillment across BSS, OSS, inventory, activation, and third-party systems using agile interfaces.



Manual fulfillment and error-prone processes

Automates fulfillment activities while enabling guided manual tasks and ad-hoc interventions when required.



Limited visibility into fulfillment progress

Delivers end-to-end order tracking, hierarchical order views, and milestone-based progress monitoring.



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Key capabilities

End-to-end service orchestration & fulfillment

- Orchestrates product, service, and resource orders using a unified model
- Manages dependencies across activities, systems, suppliers, and manual tasks

Model-driven service design & catalog

- Uses a single source of truth for products, services, and fulfillment processes
- Supports SID-aligned service modeling with high reusability

Product-to-service decomposition

- Dynamically decomposes product orders into Customer-Facing Services (CFS) and Resource-Facing Services (RFS)
- Supports service reuse checks and optimized service plan generation

Automation & execution engine

- Generates catalog-driven fulfillment plans composed of reusable activities and sub-processes
- Supports automated, manual, and ad-hoc runtime activities

Order lifecycle management

- Provides model-driven status aggregation, transition, and propagation across hierarchical orders
- Maintains order lifecycle from creation through completion, amendment, or cancellation

Fallout and downtime avoidance

- Proactively minimizes fulfillment disruption through integrated fallout management, automated and manual error handling, rollback and retry mechanisms
- Supports throttling of requests, prevention of failures during external system outages

Monitoring, milestones & escalation

- Real-time order progress visibility with SLA-based milestones and jeopardy detection
- Configurable escalation levels and notifications

Advanced amend and change handling

- Supports in-flight order amendments with impact analysis, rollback, and re-planning
- Enforces Point-of-No-Return (PONR) validation

About Amdocs

Amdocs helps the world's leading communications and media companies deliver exceptional customer experiences through reliable, efficient, and secure operations at scale. We provide software products and services that embed intelligence into how work runs across business, IT, and network domains – delivering measurable outcomes in customer experience, network performance, cloud modernization, and revenue growth.

With our talented people, and more than 40 years of experience running mission-critical systems around the globe, Amdocs runs billions of transactions daily. Our technology is relied on every day, connecting people worldwide and advancing a more inclusive, connected world.

AI-powered orchestration

AI-powered Service Orchestration embeds GenAI and agentic intelligence directly into fulfillment operations.

- A **Fulfillment Assistant** enables natural-language interaction (“talk to your data”) to accelerate order tracking, issue identification, guided resolution, and contextual how-to support within the application UI, answering questions such as how to raise jeopardy or assign tasks based on product documentation
- **GenAI-driven model and workflow creation** automates service modeling and fulfillment design, significantly reducing time to market
- **Agentic Fallout Management** is envisioned to evolve toward proactive, AI-assisted fulfillment operations, leveraging agentic intelligence to anticipate, analyze, and mitigate errors, reduce order fallout, improve SLA adherence, and progressively enable zero-touch, closed-loop execution with minimal manual intervention

Architecture and deployment

Architecture: SVO is built on a cloud-native, microservices-based architecture. It is designed to ensure reliability, consistency, openness, and telco-grade scale across the operating model. SVO supports flexible deployment and integration across hybrid cloud environments through cloud-native architecture and standards-based interfaces.

Deployment options: The solution supports modern, cloud-native deployment using containers on Kubernetes (K8s), in line with industry best practices. With K8s-native capabilities, it can be deployed on any public or private cloud environment. SVO is hybrid-cloud-ready and supports deployment on certified platforms such as AWS, Microsoft Azure, and GCP. It enables geographically redundant architectures with both Active-Active and Active-Hot Standby configurations to ensure high availability and business continuity.

Integration and standards: SVO is an open platform that supports industry standards and features an extensive integration framework.

TMF Open API compliance: Features robust Northbound interfaces supporting Amdocs-native APIs alongside extensive TMF standards, including TMF 622 (Product Order), TMF 641 (Service Order), TMF 638 (Service Inventory), TMF 633 (Service Specification), and TMF 701 (Process Flow).

Extensibility: Offers a flexible southbound integration framework to facilitate integration with cloud management systems, xNFM, and network/domain controllers, enabling easy integration with ecosystem vendors.