



# Order Process

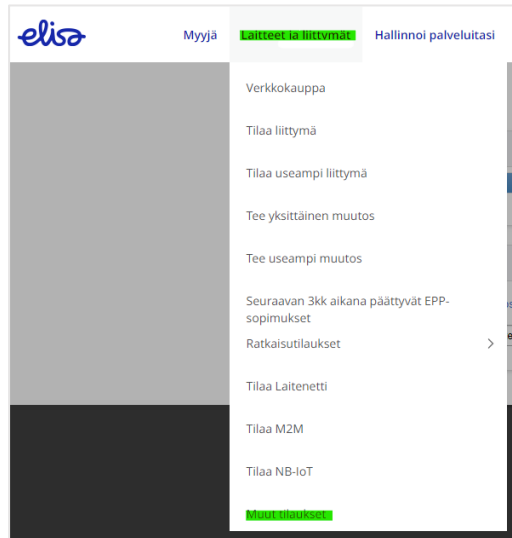
*elisa*

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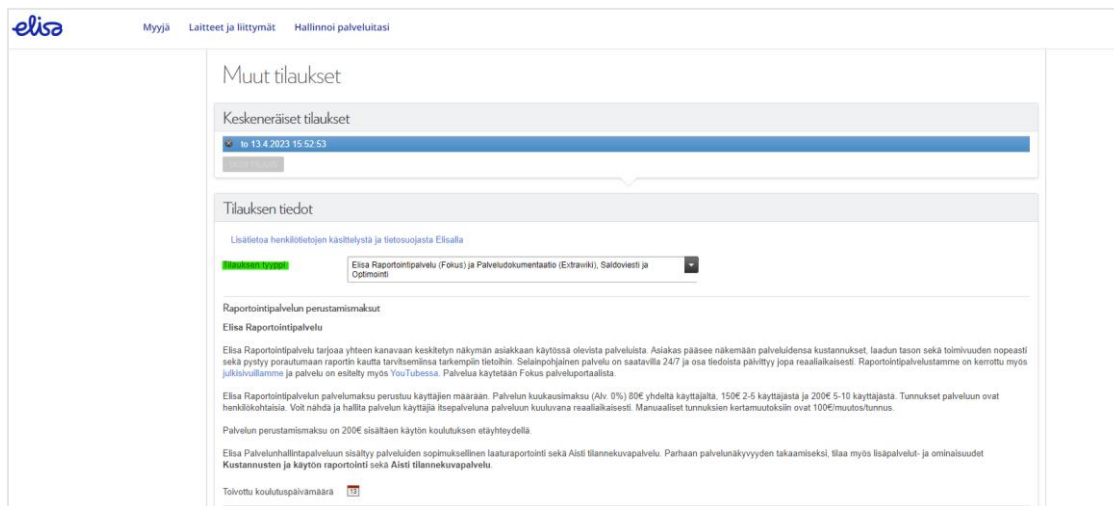
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# 1 Order Process



The Reporting Service order form can be found at <https://oma.elisa.fi/yriytyksille/>. From the top menu, select "Laitteet ja liittymät" (Devices and Subscriptions) and then "Muut tilaukset" (Other Orders).



In the opened page, select from the dropdown menu "Tilauksen tyyppi" (Order Type) the choice: "Elisa Raportointipalvelu (Fokus) ja Palveludokumentaatio (Extrawiki), Saldoviesti ja Optimointi" (Elisa Reporting Service (Fokus) and Service Documentation (Extrawiki), Saldoviesti, and Optimization)

During the service ordering phase, you need to specify a person who will act as the service's main user on the form. This user will be responsible for distributing access rights to other individuals in the organization.



## 2 Additional Services

### 2.1 Customer Billing

With cost and usage reporting you gain a real-time 24/7 overview of your expenses and usage, both at a high level and in detail. This service keeps you informed about how services are used within your organization and helps you easily identify any cost discrepancies that you can address with the help of the reports.

Cost and usage reporting is part of the Elisa Reporting Service. The service fee for Elisa Reporting Service is based on the number of users.

### 2.2 Elisa Invoice Message - Employee Reporting for Mobile Subscriptions

Elisa Mobile Subscription Employee Reporting is an additional service that allows employees to receive a monthly text message summary of their subscription usage and costs. This helps them to independently manage their usage and reduces the administrative workload for the company's primary users. The pricing for Elisa Invoice Message is based on the number of subscriptions in the customer's account.

### 2.3 Elisa Optimization Report - Optimization Reporting for Mobile Subscriptions and Customer Service Solutions

This service optimizes the subscription base according to the customer's preferences. It provides a one-time optimization of the subscription base and offers continuous reporting to prevent unnecessary expenses in the future. To order this service, you need to have Elisa Reporting Service in place. The pricing for Elisa Optimization Report is based on the number of subscriptions in the customer's account.

- Analysis of inactive subscriptions
- Review of the situation with the customer
- Screening of unclear cases
- Changes or cancellations of subscriptions
- Implementation of continuous monitoring report and training for the customer on how to use the report



## 2.4 Aisti Service View

Elisa Aisti is a visualized service status platform that provides an overview of the IT+C services available to you through Elisa. It allows you to see the status of these services at a glance.

Elisa Aisti compiles and presents all the essential information for service management and development in a real-time, understandable format to support informed decision-making. It utilizes existing data sources and key performance indicators.

Aisti Service view is a part of the Elisa Reporting Service and is included in the Elisa Service Management Service. Aisti can be accessed through the Fokus Service Portal or used independently.

## 2.5 Service Documentation (Extrawiki)

Through the Extrawiki portal, you can access real-time technical documentation and operating guidelines produced and managed by Elisa's IT outsourcing services. As a primary user, you can also comment on the need for changes in the documentation. Extrawiki operates using the same credentials you use to log in to Fokus.

Extrawiki is included in Data Center and Usage Services, Workstation and User Support Services, as well as IT Outsourcing Expert Services.

## 2.6 SantaCare

SantaCare service views provide real-time information on service status and operation through monitoring views, offering transparency into orders, device inventory, support requests, and document management. SantaCare reporting features provide insights into service performance and the speed of handling support requests in relation to service commitments.

SantaCare service views are part of the Managed Services service package.



## 3 Progression of the Process After Placing an Order

The ordering process automatically creates accounts in Fokus, sends a [link to the portal's user guide](#) and licenses content that can be automatically licensed. The service includes automated service reporting generated monthly along with training, application support, and self-service management of service accounts.

After ordering the service, Fokus Support will contact you to arrange training. Utilizing the visibility provided by the service requires independent action from the customer, but Elisa Service Management Service is there to assist.

If your service is in the deployment phase, production of the reporting service and service fees will commence after the services are deployed. The current price list can be found on the Oma Elisa order form.

