

## Order processing

### Efficient Order Processing

The Dutch telecommunications specialist KPN Broadband Networks provides selected Internet providers with MxStream ADSL Internet connections. KPN receives more than 2,000 orders for this high-speed broadband Internet access per day. COSA's Baan solution is used to process these orders rapidly and efficiently. This solution, based on COSA Workflow, is integrated into Baan's ERP software as a process management module. The solution stores and administers all processes ranging from the order for an ADSL connection up to order fulfillment. It manages all business processes – from order receipt to final completion – across all existing IT-applications, including the ERP system.