

(51) International Patent Classification:
G06Q 10/08 (2012.01)(21) International Application Number:
PCT/IN2012/000128(22) International Filing Date:
24 February 2012 (24.02.2012)

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:
514/MUM/2011 24 February 2011 (24.02.2011) IN(71) Applicants (for all designated States except US): **TATA CONSULTANCY SERVICES LIMITED** [IN/IN]; Nirmal Building, 9th Floor, Nariman Point, Mumbai 400021 (IN). **RAUT, Sumit** [IN/IN]; Tata Consultancy Services Limited, West Bengal, Plot A2, M2 & N2, Sector V, Block GP, Salt Lake Electronics Complex Kolkata 700091 (IN).

(72) Inventors; and

(75) Inventors/Applicants (for US only): **SENGUPTA,, Siddhartha** [IN/IN]; Tata Consultancy Services, ATC, MIDC, Andheri East, Mumbai 400093 (IN). **SINHA, Santanu** [IN/IN]; Tata Consultancy Services, ATC, MIDC, Andheri East, Mumbai 400093 (IN). **SANTHANA-KRISHNAN, S** [IN/IN]; Tata Consultancy Services, 17, Cathedral Road, Chennai 600 086 (IN).(74) Agents: **VARADACHARI,, Lakshmikumaran** et al.; Lakshmikumaran & Sridharan, B-6/10, Safdarjung Enclave, New Delhi 110029 (IN).

(81) Designated States (unless otherwise indicated, for every kind of national protection available): AE, AG, AL, AM, AO, AT, AU, AZ, BA, BB, BG, BH, BR, BW, BY, BZ, CA, CH, CL, CN, CO, CR, CU, CZ, DE, DK, DM, DO, DZ, EC, EE, EG, ES, FI, GB, GD, GE, GH, GM, GT, HN, HR, HU, ID, IL, IN, IS, JP, KE, KG, KM, KN, KP, KR, KZ, LA, LC, LK, LR, LS, LT, LU, LY, MA, MD, ME, MG, MK, MN, MW, MX, MY, MZ, NA, NG, NI, NO, NZ, OM, PE, PG, PH, PL, PT, QA, RO, RS, RU, RW, SC, SD, SE, SG, SK, SL, SM, ST, SV, SY, TH, TJ, TM, TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN, ZA, ZM, ZW.

[Continued on next page]

(54) Title: ORDER MANAGEMENT IN ASSET-BASED SERVICE INDUSTRIES

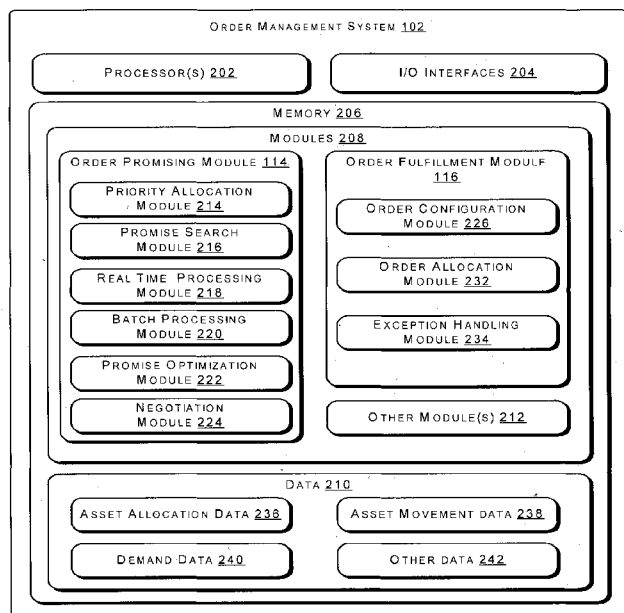


Fig. 2

(57) Abstract: Systems and methods for order management for asset-based service industries are described. In one implementation, an order management system 102 includes an order promising module 114 to promise an order. The order promising module 114 comprises a priority allocation module 214 configured to assign a priority to the order, based on a plurality of order attributes including at least profitability of the order. The order promising module 114 further comprises a promise search module 216 configured to search in a plurality of dimensions for at least one asset to be allocated for fulfilling the order based on the priority of the order and a promise optimization module 222 configured to provide at least one alternative allocation information based on the search.



(84) Designated States (*unless otherwise indicated, for every kind of regional protection available*): ARIPO (BW, GH, GM, KE, LR, LS, MW, MZ, NA, RW, SD, SL, SZ, TZ, UG, ZM, ZW), Eurasian (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European (AL, AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IS, IT, LT, LU, LV, MC, MK, MT, NL, NO, PL, PT, RO, RS, SE, SI, SK, SM, TR), OAPI (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).

Published:

- *with international search report (Art. 21(3))*
- *before the expiration of the time limit for amending the claims and to be republished in the event of receipt of amendments (Rule 48.2(h))*

(88) Date of publication of the international search report:

27 December 2012

Declarations under Rule 4.17:

- *of inventorship (Rule 4.17(iv))*

INTERNATIONAL SEARCH REPORT

International application No
PCT/IN2012/000128

A. CLASSIFICATION OF SUBJECT MATTER
INV. G06Q10/08
ADD.

According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)
G06Q

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)

EP0-Internal

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	Mubin Pagarkar ET AL: "RFID in Integrated Order Management Systems", 31 December 2005 (2005-12-31), pages 0-19, XP55042149, Retrieved from the Internet: URL:http://www.tcs.com/SiteCollectionDocuments/White Papers/RFID in Integrated Order Management Systems.pdf [retrieved on 2012-10-24] the whole document -----	1-14

☐

Further documents are listed in the continuation of Box C.

☐

See patent family annex.

* Special categories of cited documents :

"A" document defining the general state of the art which is not considered to be of particular relevance

"E" earlier application or patent but published on or after the international filing date

"L" document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)

"O" document referring to an oral disclosure, use, exhibition or other means

"P" document published prior to the international filing date but later than the priority date claimed

"T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention

"X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone

"Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art

"&" document member of the same patent family

Date of the actual completion of the international search

24 October 2012

Date of mailing of the international search report

06/11/2012

Name and mailing address of the ISA/

European Patent Office, P.B. 5818 Patentlaan 2
NL - 2280 HV Rijswijk
Tel. (+31-70) 340-2040,
Fax: (+31-70) 340-3016

Authorized officer

Giemsa, Falk