

Comarch Billing System & Customer Management

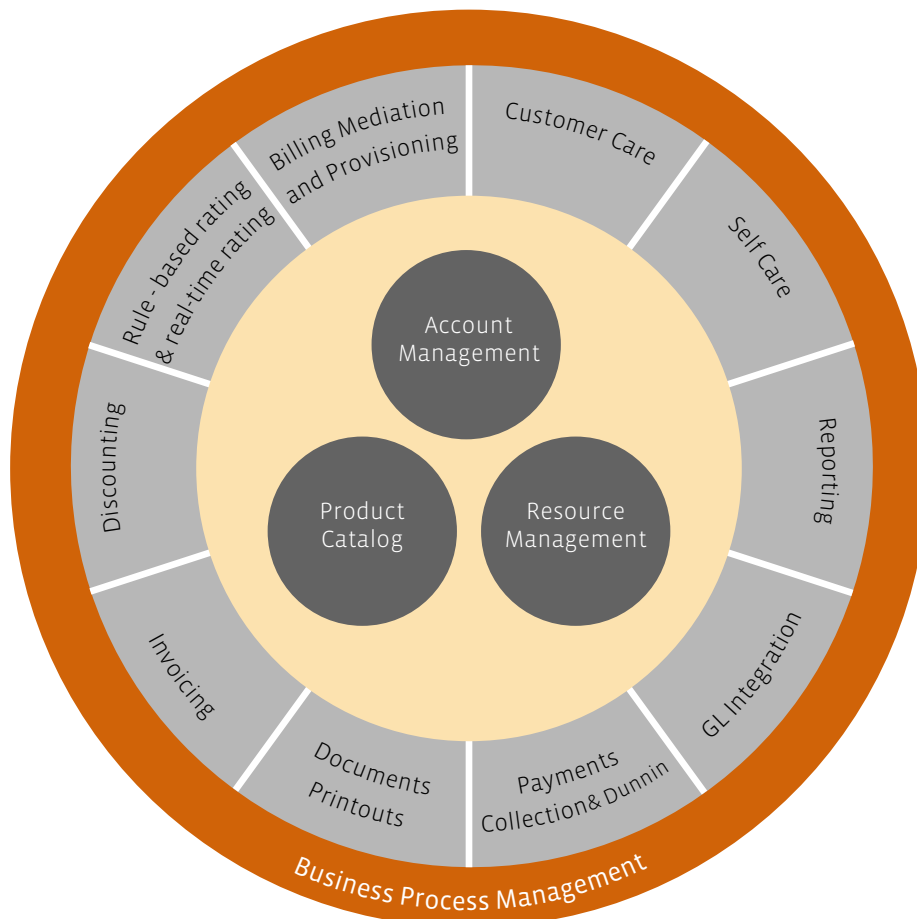
Introduction

Comarch Billing System and Customer Care is a comprehensive response to the main concerns of **next generation telecommunication** service providers. It is a high capacity, scalable system with a set of predefined business processes. The module boasts a remarkably user-friendly interface as well as highly intuitive navigation. It also supports carriers by offering IP, fixed and mobile services, with a wide range of tariffs and discounting schemes, with **full convergence**.

Customer Management is a complete application for the management of customer relationships. It defines what the customer might need from a front office, and what

his requests may be. It also supports business processes integration (through Comarch Business Process Management) which makes Customer Care a part of corporate business processes. Such integration is easily made possible thanks to the system's SOA architecture.

Comarch Billing System and Customer Management is dedicated to **all communication service providers** regardless of their size, traffic, services or ambitions – for small start-up operators to well-established carriers. It enables communication providers to optimize their next generation business strategies, networks and services, thereby changing the way they conduct business.



Key Features

- **Customer Management** for full business process management related to customers and integrated with the solution.
- **Product Catalog** enabling full product lifecycle management and flexible pricing definition including many possible discounts
- **Financial Documents** and **Invoicing** with adjustments and easy layout definition
- **Advanced Account Management** with unlimited levels for an account hierarchy, individual billing cycles and contract management
- **Rule-based rating** and **real-time rating** including numerous ranges of tariffs, **taxation** and **discounting** schemes that are open for future services.
- **Multilevel convergence** (prepaid/postpaid services, customer experience)
- **Reporting** utilizing a report **designer** and mass report generation
- **Payment Collection** with rule-based dunning processes
- Simultaneous **multi-network** integration with cross-network **mediation** and **provisioning**
- Support for multiple billing providers, product providers, network providers, payment providers and sales partners.
- Resource Management
- **SOA** architecture

Highlights

- **Various business models** with quick implementation of business rules addressing **fixed** operators, **MNOs**, **MVNEs** and **MVNOs**, **Triple** and **Quadruple** Play and modern **IPTV** service providers.
- Solution for **PSTN**, **NGN/IMS**, **2.5G/3G**, **Cable**, **Broadband** and other IP-based networks
- **Highly efficient, flexible & scalable**

Benefits

- **Increased Competence** – fast time to market for new services
- **Decreased OPEX and CAPEX** – by reusing system infrastructure for launching new services in next generation and legacy networks
- **Increased customer satisfaction** – single Customer Self-Care system and a single account and invoice for all services
- **Customer diversification** – easy integration with 3rd party service providers enables services for niche-markets
- **Reduced Churn rate** – a telco-grade solution – upgrade and service changes with minimal impact to existing services

Selected references

- Auchan Telecom, France
- America Movil (Nicaragua & Honduras)
- Belize Telecom, Belize
- Bite, Lithuania, Latvia
- Cable Onda, Panama
- Cablevision De Saltillo, Mexico
- Deutsche Telefon und Marketing Service (dtms) AG, Germany
- PTT Yemen, Yemen
- Sotto Wireless, USA
- Telefonía Dialog SA, Poland
- Vistream, Germany

Voice & non-voice services:

Calls, Content, Data, SMS, MMS, Mobile TV, other VAS

Comarch Headquarters

Al. Jana Pawła II 39 a
31-864 Krakow
Poland

phone: +48 12 64 61 000

fax: +48 12 64 61 100

e-mail: info@comarch.com

www.telecommunications.comarch.com

www.comarch.com www.comarch.pl www.comarch.de www.comarch.ru

ComArch Spółka Akcyjna with its registered seat in Kraków at Aleja Jana Pawła II 39A, entered in the National Court Register kept by the District Court for Kraków-Śródmieście in Kraków, the 11th Commercial Division of the National Court Register under no. KRS 000057567. The share capital amounts to 7,960,596.00 zł. The share capital was fully paid, NIP 677-00-65-406
Copyright © Comarch 2008. All Rights Reserved.

EN-2008.01