



Product Overview

Selecting Telecom Billing Software

How do you know if this is the right BSS/OSS software for your business? To survive in communications today, service providers need to view their billing system as more than a means to issue and process customer statements. Service providers should ask themselves the following questions when evaluating a billing system:

- Does the system allow a one-to-one relationship with the customer?
- Does the system allow the introduction of creative pricing strategies easily and cost-effectively?
- Will the system protect my investment from technical obsolescence?
- Does the system provide superior auditability?
- Does the system interface easily with third-party products?
- Is the system easy to operate?

Implementing the proper billing system provides companies with a strategic asset. It can be used to facilitate customer relationship management, profit margin management and the ability to rapidly respond to marketplace opportunities.

SuiteSolution was developed in direct response to the issues faced by communications providers, in meeting consumer demand for a single rating engine that handles multiple types of measured service. The result of this technology is available to service providers across North America who are looking for faster and better access to information – making them more competitive and improving customer satisfaction.

ROI Checklist

If you answer yes to these questions, your company may be a good fit for SuiteSolution.

Do you . . .

- Provide a diverse mix of wholesale, business and residential services?
- Seek operational efficiencies?
- Manage both rural and urban service areas?
- Operate on a large enough scale to realize a meaningful return on system investments?

Benefits

Featuring a user-friendly GUI on the front end of a proven billing engine, here are just a few of the benefits your company can realize from SuiteSolution:

- **Lower Operating Costs** – automates procedures to save you time and money
- **Enhance the Customer Experience** - creates relationships with your customers. You'll see a superior quality level of service performed by your staff.
- **Increase Speed to Market** – quickly adapts to creative pricing strategies & bundles to stay ahead of the competition
- **Service Monetization** – checks and balances during bill processing assure that all records are accounted for, that every service is being delivered correctly, and that every service delivered is being billed.
- **Increases Efficiency** – step-by-step processes control and direct complex procedures

Customer Management

Adding new support staff and dealing with today's high-rate of employee turnover places increased pressure on companies to succeed. SuiteSolution features an intuitive graphical interface and a single-screen approach to customer management. New users quickly become familiar with the system, decreasing training costs and reducing customer call time.

Customer Acquisition

The ability to differentiate your company from its competitors provides a key advantage in a deregulated industry. SuiteSolution allows the user to implement new pricing strategies without costly and time consuming software changes.

Customer Retention

Every consumer has unique needs and will seek providers that recognize and respond quickly to them. SuiteSolution enables you to develop a one-to-one relationship with each customer. Being sensitive to individual needs and preferences goes the distance in keeping current customers.



Web Services

SuiteSolution's unique approach integrates our core offering with software and services from world-class vendors who do what they do very well.

The Web Services Module is an XML SOAP-based messaging service that allows external systems to interact with SuiteSolution billing and customer information.

Web services can be used to build custom applications able to consume real-time SuiteSolution data. You are encouraged to make selections that work best for your business requirements.

The screenshot displays a customer profile for 'Scott & Lisa Wojcik'. The interface includes a top navigation bar with account details like 'CustName', 'Status', and 'Bill Grp'. A left sidebar lists various menu items such as 'Billing Point', 'Profile', 'Credit Details', and 'Services'. The main content area is divided into several sections: 'Business Name' (Scott & Lisa Wojcik), 'Customer Access Security Info' (Auth Password, Auth Password Hint, Add Auth User, Add Auth User Pwd, Add Auth User Pwd Hint), 'Internal Access Security Info' (Required Security Role), 'Web Portal Access Security Info' (User ID, Email Address, Last Access Date, Activation Date, User ID Status, Quick Play Status), 'Directory Delivery Information' (# of Books, Book Drop Location, Alternate ID), and 'Services' (Current Alternate Billing Address, Customer Information ID, Edit buttons). At the bottom, there are fields for 'Employer' (Northflow Solutions), 'Occupation' (Sales), 'E-Mail', 'Driver License #', 'Fax #', 'Contact 2', and 'Contact 3'.

SuiteSolution Functionality

- Back Office Management
- Billing Engine, Bill Cycles, & Taxing
- Capital Credits
- Carrier Access Billing (CABS)
- Credit Score & Fraud
- Customer Relationship Manager
- Delinquent Accounts
- Directory
- Invoices
- Marketing Messages & Campaigns
- Message Processing & Rating
- Payments & GL
- Plant Records
- Product Catalog: Plans, Bundles, Promotions
- Quote Builder
- Reports
- Revenue Assurance
- Trouble Reporting
- Web Care
- Web Services
- Workforce Scheduling
- Work Flow Manager

Customer Service & Training

Qualified customer support experts are available from 8:00 a.m. - 5:00 p.m. CST. Our specialized conversion team will assist in determining the amount of training necessary and develop a training program to meet your needs.

Operating System

Microsoft Windows
Internet Explorer
Windows Server 2008

Architecture

Three-tier Client/Server
Object Oriented
Oracle Database

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Process	Pre-Integrated Vendors
Provisioning, Activation, & Service Assurance	SaskTel International
Real-Time Credit Card Processing	Moneris Solutions
ACH & Debit/Credit Card Processing	Paymentech, TransFirst, Moneris Solutions
Mobile Workforce Management	ClickSoftware
Point of Sale & Inventory	Master Merchant Systems
Email Marketing Campaigns	Lyrus HQ
Real-Time Credit Score	Experian and Equifax
Address Validation	MelissaData
Taxation	EZtax
Reporting	SAP's Crystal Reports
Additional interfaces include: E911, Directory Assistance, Directory Publisher, Dispatch, CARE, MSAG, LIDB and multiple print vendors.	

