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Product Overview | [Telecommunication Industry](#)

Infonova BSS R6 – 'Order-to-Cash'

A multi-tenant front & back office BSS platform for Telco 1.0 and Telco 2.0 business models



INTRODUCTION

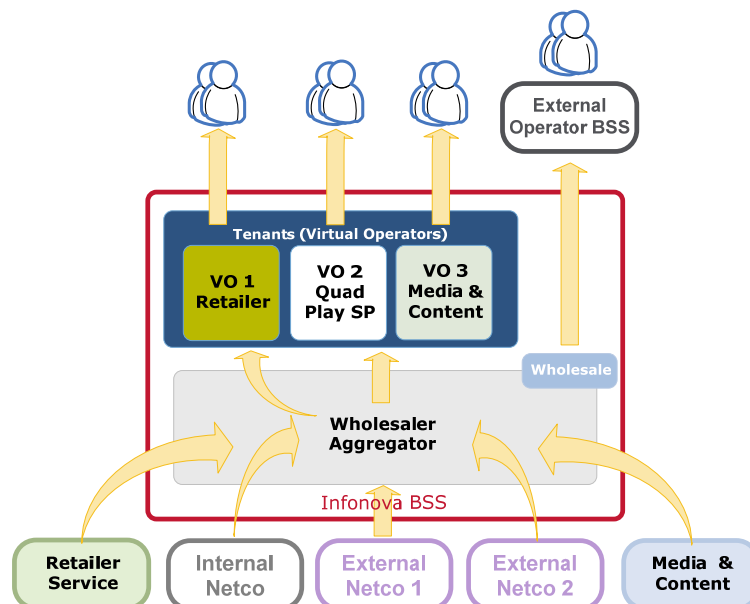
Infonova's front and back office BSS Release 6 is fully designed and built in Java as a multi-layer “multi-tenant” platform providing a broad range of business capabilities required to automate 'Order-to-Cash' lifecycles for Telco 1.0 and Telco 2.0 business models.

The platform supports multiple business models simultaneously which means that each operator and tenant can configure, bundle and price next generation service portfolios including Broadband IP, VoIP, IPTV, as well as legacy PSTN & Mobile with other third party services, e.g. media, insurance - for their target markets.

Release 6 provides operators with a platform that can cope with the dramatically changing value chains of a heavily converging industry.

Infonova BSS Release 6 supports white-labeling of services from multiple partners

Infonova's Next Generation BSS Release 6 platform is a technology neutral front and back office business platform that has been specifically designed to support Telco 1.0 & Telco 2.0 multi layer business models: triple & quad play bundling, white labeling for tenants, rich wholesale products and innovative partner models. At the same time, Infonova's platform helps to optimize existing business models and allows flexible aggregation of 'legacy' and 'next generation' services.



Infonova BSS R6 aggregates multiple suppliers and provides white-labeling for the tenant's "order to cash"

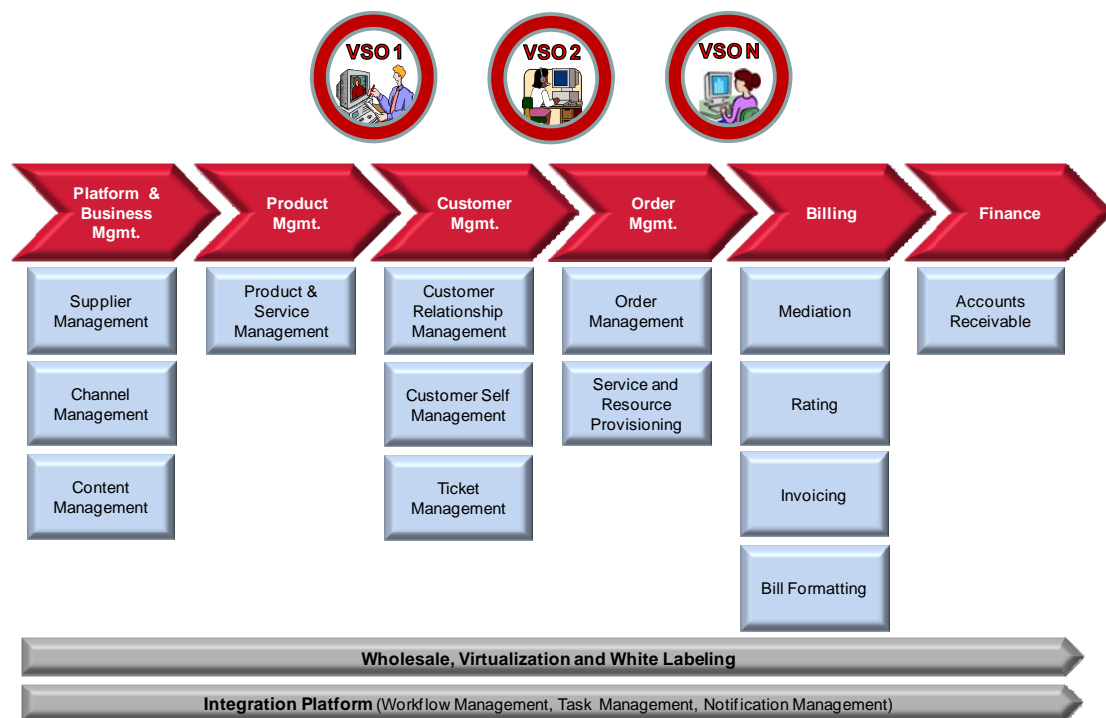
Infonova's front and back office BSS is designed to manage an Operator's entire service portfolio, customer base and business partner relationships:

- End-to-End Order-to-Cash Solution for Consumer, Business, Wholesale & White Label Service Portfolios
- All entities, the wholesaler aggregator (also called the Virtual Service Provider or the Primary Operating Entity), the retail operators (also called the Virtual Service Operators or tenants) get their own product management configuration, customer management, fulfillment, billing and collections capabilities
- Easy and intuitive web-based applications for Operators, CSRs, End Customers and Channel Partners
- Infonova Integration Platform - a JavaEE integration layer with Workflow Management, Notification & Task Management, Reporting & Analysis and WebAC Framework
- Zero Touch / Low Touch Service Provisioning

- Out of the box integration capability for multiple in-house and external supplier OSS stacks

Infonova Release 6 - Managing 'Order-to-Cash' Value Chains End-to-End

Infonova BSS is a highly pre-integrated solution stack sitting on top of a SOA-aligned integration platform. The proven product family components cover the enhanced 'Order-to-Cash' lifecycle: Platform and Business Management, Product Management, Customer Management, Order Management, Billing and Finance. The solution has been implemented in both incumbent and attacker configurations supporting triple/quadruple play service portfolios including voice, data, and content services.



Infonova BSS R6 – Managing 'Order-to-Cash' Value Chains End-to-End

The solution has a comprehensive Integration Platform and powerful Wholesale, Virtualization and White Labeling capabilities. This enables Infonova BSS to be readily deployed in both incumbent and attacker configurations, supporting triple/quadruple play and business service portfolios (e.g. PSTN, Internet, IP Telephony, security, TV/IPTV, content, hosted applications, etc.), with complex business and/or organization models (e.g. wholesale, consumer, business, enterprise business, reseller, dealer, sales channel, etc.).



INFONOVA PLATFORM & BUSINESS MANAGEMENT

Infonova Platform and Business Management provides the primary operating entity with the power to create new tenants - GUI driven. The platform also enables the primary operating entity to price and sell all or a subset of the services and capabilities already connected to the platform to each tenant on a differentiated or same basis.

Each tenant has the power to bundle and price services for their target customers.

INFONOVA SUPPLIER MANAGEMENT

Infonova Supplier Management provides the primary operating entity with the capability to deal with service providers and their services in a contractual way. It contains the processes to acquire and manage raw telecommunication services as well as other goods and services. The service type and specifications captured in this module provide the information for service packages that can be sold and resold in the form of product offers within a wholesale and retail business relationship.

INFONOVA CHANNEL MANAGEMENT

Sales channels represent enormous opportunities for Telcos, but management of multiple sales channels has historically been burdened with inefficiencies.

With Infonova Channel Management operators and tenants are empowered to manage their channel partners in a more professional and cost effective way. Channels can be created, managed and administrated through the whole revenue cycle, from offer to invoicing and payments.

Infonova Channel Management functionality includes:

- Simplified managing of resellers and channel partners
- Placing orders in real-time
- Keeping partners up to date by offering unique products
- Intense bonding of partners and a unique selling position
- Keeping track of channel partner's orders

INFONOVA CMS

Content Management applications and the information they deliver have become the life-blood of the fast-changing telecommunication marketplace.

Infonova CMS enables the operator and tenants to develop, manage and publish content across all operator and customer facing Web-based applications. Dynamic content delivery facilitates Infonova CMS to extensively reduce Time to Market and deliver higher customer value.

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INFONOVA PSM

For Telcos it's a major challenge to manage bundles, products and services from creation through to retirement.

With Infonova Product & Service Management this process can be handled easily.

Infonova PSM enables bundling and pricing of legacy and next generation services in consolidated catalogs that are tightly-integrated into the billing process.

Infonova PSM uses a Bill of Materials approach to configure and price products from a catalog of services and features.

Each product is configured with a tariff for usage, and can be further modified with more complex billing rules (e.g. discounts) and business rules to be applied when ordered (e.g. mandatory 2 year contract, direct debit only).

Infonova PSM is a convergent application offering numerous advantages. Product information can be centralized and synchronized across all OSS applications. Users are able to configure complex service and product offerings, e.g. bundles with caps and all types of event charging as well as attributes for supplier and partner revenue allocation. Large portfolios with multiple products can be easily and simultaneously managed by a single product manager.

"Infonova was fundamental to our transformation to become a far more effective Mass Market service provider. We dramatically streamlined our organisation, improved our knowledge of our customer base, and offered solution bundles targeted to our customer's needs"

Client statement after successful Infonova implementation

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INFONOVA CRM

Infonova CRM builds up the relationship with customers as they order and use services. It provides the tools and capabilities needed to create and easily maintain a clear picture of customers, from first purchase and to post-sales.

With Infonova CRM key aspects of the customer service relationship lifecycle can be covered. Infonova CRM supports customer creation and management including associated service and billing accounts, hierarchies, contacts, and service-related information such as numbers, SIMs, etc.

INFONOVA TICKET MANAGEMENT

Ticket Management tools are essential for the smooth running of telcos.

Infonova Ticket Management allows the logging of problems, allocating them to operators and tracking the progress. It covers interactions with customers including enquiries, support requests, disputes and complaints.

INFONOVA CUSTOMER SELF MANAGEMENT

Self-management gives customers convenience, control, and flexibility in handling their relationships with their service provider. Customer self management enables service providers to remove large customer service overheads while providing a more satisfying experience to its customers.

Infonova Customer Self Management is based on leading-edge principles for design and process workflow. Customers are able to manage their accounts, view their online invoices and order new products. Account and service details can be displayed and access to personal and broadcast information can be achieved directly. Customer satisfaction is increased with access to information 24 hours a day, 7 days a week.

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INFONOVA ORDER MANAGEMENT

An efficient order management process is an essential part of the customer experience. Once a customer has decided to purchase a new service, Infonova Order Management does the rest.

Customers and Sales Representatives can place orders for products and features, and retrieve the status of the placed orders through to completion. Infonova Order Management processes the order from its initial entry through the provisioning and activation of services (including devices), activation of billing, and notification to the customer (e.g. welcome pack).

The fully workflow controlled order process performs product decomposition, conducts pre-order checks like address-, credit- and fraud-checks, reports status and service levels, and provides exception handling capabilities as needed.

INFONOVA SERVICE & RESOURCE PROVISIONING

Telcos and Service Providers all face the same challenges in achieving fast, reliable and accountable service provisioning. Tasks such as adding new users, updating directory entries, and enabling or activating new services must be sequenced and coordinated in the correct manner.

Infonova Service & Resource Provisioning addresses the service provider's need to manage delivery and activation of end-user and enterprise services efficiently. It has been deployed across a range of services including next generation networks, Internet services, IPTV, content and applications.

"We are very pleased with the capabilities delivered by Infonova. Our Zero Touch provisioning has enabled us to gain competitive advantage and significant market share - with a low Total Cost of Ownership"

Client statement after successful Infonova implementation

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INFONOVA BILLING

A billing solution that enables flexible billing of convergent content, data and voice services for all market segments is a cornerstone of successful telecommunications business today.

Infonova Billing with its Mediation, Rating, Invoicing and Bill Formatting capabilities is designed to fully support next generation networks and services and is an essential part of Infonova's comprehensive order-to-cash solution

- Pre-integrated and fully fledged convergent solution
- Enabling of complex billing tasks for IP/VoIP/Fixed Line/Mobile and Content services
- Support for Inter-carrier and Wholesale Billing
- End-to-end solution for next generation Service Providers
- Telco 1.0 & Telco 2.0 business models

Infonova **Mediation** supports the full range of IP-based services such as VPNs, VoIP, Internet, content and applications, as well as traditional fixed and mobile voice services. It collects data from different billing feeds and transforms it to the systems internal unified data record (UDR) format.

Infonova **Rating** is a high performance rating engine that rates records in near-real time as they are received. It takes the pre-processed records from Mediation and applies rates and tariff information from the Offer/Product Configuration to UDR data.

Infonova **Invoicing** produces aggregated invoices itemizing all details in readable formats and publishes them online for easy customer access.

Infonova **Bill Formatting** takes the results from Rating and Invoicing and generates the data for the invoice of all billing accounts. It collects and summarizes charges on account, service and call detail level.

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INFONOVA ACCOUNTS RECEIVABLE

A major issue for service provider's in today's telecommunications world is the need to reconcile invoices and payments across substantial customer bases. Unwieldy Financial Management Systems that are not integrated and automated are highly inefficient, resulting in higher operating costs, dissatisfied customers, reduced profits and depressed cash flows.

Infonova Accounts Receivable is an integrated module that manages receivables, payments and collections specifically aligned to the needs of the telecommunications industry.

Infonova AR provides online payment channels to support a wide range of payment options including direct debit, credit card, bank transfer, and cash payments.

Outstanding debts are automatically identified and appropriate collections procedures initiated, for example automated notifications and barring, including termination of services if needed.

With an efficient AR system Telcos can gain numerous advantages:

- operational cost reductions
- increased cash flow
- improved customer service and enhanced loyalty
- bad debt reduction
- reduced Days Sales Outstanding (DSO)

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CREATE AND SUSTAIN COMPETITIVE ADVANTAGE

Through leveraging Infonova BSS, Infonova's industry-focused professionals can help you to establish a solution to maximize your organizations market opportunity.

Whether for Wholesale, Business or Mass Market or all of these segments, the benefits to your organization are speed to market with new offers due to online product management, decreased operating expenditures, improved customer experience and satisfaction, accelerated new customer gains due to self service and matching online capabilities for CSR's.

Infonova BSS will provide your organization with competitive advantage and measurably enhanced enterprise value.

Our team approaches service provider requirements from both a business and system perspective, which helps to ensure the most pragmatic solution to your organization's current and future business challenges.

Infonova BSS R6:

- Multi-tenancy, White Label & Virtual Operator Business Scenarios: Triple / Multi play as well as Telco1.0 & 2.0 business models
- Bill and operate traditional / legacy and Next Generation revenue streams including new value-added services
- Product Management in hours **not** weeks / months
- Easy and intuitive web based applications
- Significantly improve customer experience
- Highly efficient, automated and competitive business processes e.g. zero touch VPN provisioning
- Non-intrusive Deployments
- Transformation Scenarios
- Speed to market - very quick standup times
- A Java EE integration platform with Business Process Management, Workflow Management, Notification & Task Management, Reporting & Analytics & full Administration Framework



Truly Transformational Solutions

Infonova with its more than 250 employees is an Austrian based Next Generation BSS vendor with a solid performance track record for more than 19 years. Through a unique holistic approach, we deliver 360 degree results to help our clients to implement strategic right solutions. The flagship application Infonova BSS provides a proven business transformation model to put the state-of-the-art BSS into efficient operation.

To learn more, visit our Web site at www.infonova.com.

Contact

For more information on Infonova lead to high performance, contact infonova@infonova.com.

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