



iC360 suite intelligent telecoms data management for service providers

Market situation

Many traditional service providers and resellers are experiencing margin erosion on existing product lines so need to expand their portfolios to include new services. Evolving to become a Managed Service Provider and uncovering new revenue streams requires changes to inventory management, reporting and billing.

Most billing and reporting systems do not support a range of diverse, scalable "pay-as-you-go" ICT services, such as; Cloud computing and storage, hosted telephony, fixed and mobile voice and data or SIP Trunking. Attempting to add bespoke functionality to legacy billing platforms can result in reporting errors, payment delays and ultimately customer dissatisfaction.

Flexible in-house billing for service providers

iC360 for Service Providers (iC SP) simplifies inventory management and increases flexibility when billing resellers,

dealer agents and direct customers. Optional integration modules allow easy expansion of business activities, when you deploy new products and services.

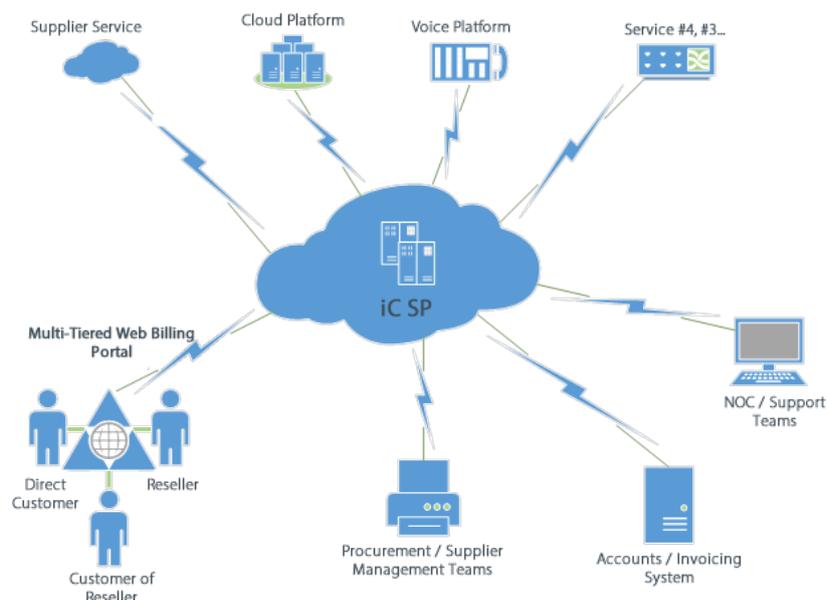
Award-winning telecoms data intelligence

iC SP is a revolutionary cloud telecoms management solution that contains a robust set of capabilities specifically designed for service providers delivering multi-tenant cloud services. The solution provides a single billing and analytics platform that enables service providers to scale their business with new customers and service offerings.

iC SP offers advanced decision support including billing, customer analysis, profit management, and service analysis

Delivered securely and scalably

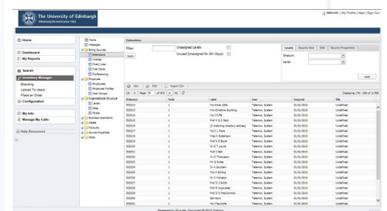
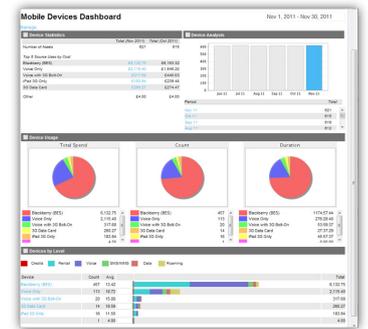
Delivered as a hosted and managed service, iC SP gathers, validates and analyses telecoms data to deliver fact-based, actionable intelligence in custom reports and dashboards.



Product features and benefits

<p>Features</p>	<ul style="list-style-type: none"> ✓ Bill production for multiple products based on in-house platforms or supplier services. ✓ Resource usage reporting and inventory management for existing service platforms. ✓ Raw and rated usage data integration with platforms or suppliers. ✓ Reconciliation of actual usage with creditor invoicing. ✓ Integration with existing accounting systems. ✓ Multi-tiered reseller/dealer/end customer bill presentation with white-label capability. ✓ Granular tariff manipulation for service providers and resellers with unrivalled price flexibility. ✓ Fraud and anomaly detection for telephony and other resource usage
<p>Benefits</p>	<ul style="list-style-type: none"> ✓ Service Provider product portfolios can now be expanded to include new, margin-rich services, such as Cloud, VOIP, mobility and network connectivity. ✓ iC SP replaces legacy billing system functionality and integrates additional modules to support a wide range of diverse products and services. ✓ Customer usage information is accurately and regularly gathered from service platforms or via a supplier data feed. This information is processed for up-to-date reporting and is passed securely to your existing accounting systems through simple integration. ✓ iC SP seamlessly connects with a range of existing invoicing systems such as MS Dynamics and Sage for timely collection from debtors, whilst ensuring that future investments can be accurately forecasted with suppliers and carriers. ✓ iC SP supports multiple billing tiers and tariff flexibility through a customer-centric approach to billing. This allows you to create a service that your partners love and your end-customers want to keep. ✓ Detect abnormal customer usage patterns and report anomalies to your NOC or support teams to take action, proactively warn customers and protect revenue. ✓ Only pay for the iC SP modules that are required, not a percentage of billed revenue. This allows additional profit to be retained as more services are sold.

Self serve portal



- Analyse live, hourly, daily, weekly, monthly...you choose
- Actionable insight
- Friendly online portals, dashboards and reports

