SAP Billing for Telecommunications

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Converged Billing Services

Billing Services for Consumers

Supporting Diverse Services

360-Degree Customer Views

SAP Innovations

Users expect carriers to provide diverse product offerings. They also expect invoices that show converged and accurate details of all services they used. This means having a 360-degree view of the customer is key to a positive experience.

Diverse product and service offerings require flexible business models that can readily adapt to introducing new products, pricing, rating, and discounting. They must all be reflected accurately in a single invoice that can be easily understood by the customer. Charges resulting from services such as Web browsing must be readily traceable back to the source.

Customers want an easily understood invoice that includes all charges and makes it clear what services they used that gave rise to those charges. Instead, they often receive multiple invoices with different billing dates, due dates, and customer contact centers. Or they receive summarized invoices that do not let them determine the specific services they are being charged for, or check the accuracy of the invoice.

When customers contact the carrier, they are often handed off from department to department. This kind of treatment by carriers results in a very negative customer experience.

Carriers must transform their billing processes to create converged, easily understood invoices. Implement a 360-degree view of customers' financial data and be ready to respond to their inquiries.

17% lower overdue accounts receivables for organizations with higher capability in customer billing, credit, and collections management

Source: SAP Performance Benchmarking

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Introducing New Products Quickly

Billing Services for Consumers

Supporting Diverse Services

360-Degree Customer Views

SAP Innovations

Launch new products and services based on customer demands.

The dynamics of the telecommunications market require carriers to be able to introduce and launch new products, services, and price plans within minutes – not days or months.

With the SAP Convergent Charging application, carriers can provide this kind of responsiveness to customer demands for new products and services. Its flexible rules allow ready configuration of diverse product bundles that can be readily applied to existing customer accounts while also supporting new customer orders.

Best-Run Telecommunications

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Providing One View of All Services

Billing Services for Consumers

Supporting Diverse Services

360-Degree Customer Views

SAP Innovations

14%

Fewer invoice errors when billing is tightly integrated to order entry and credit through a common customer database

Source: SAP Performance Benchmarking

Today's services consumers want converged invoices showing all their services – one invoice, one bill cycle, one payment. The benefits are many.

- Converged invoicing provides the opportunity to apply discounts against the whole account to help promote customer loyalty.
- One view allows service agents to better respond to customer inquiries.
- One invoice means fewer payments for the customer and decreases the likelihood of forgetting a payment.
- Converged invoicing means fewer invoices need to be created and managed.
- Improved customer sentiment resulting from clear invoices and quick dispute resolution means better retention and follow-on service sales.
- Reduced days sales outstanding (DSO) means better cash flow and fewer collections exercises.

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SAP Innovations

Billing Services for Consumers

Supporting Diverse Services

360-Degree Customer Views

SAP Innovations

The SAP Billing for Telecommunications package connects pricing, rating, billing, receivables, credit, collections, and customer service processes across departments. This enables timely revenue realization for high-volume service industries.

Applications for billing and revenue management from SAP operate as a comprehensive solution that integrates with SAP software for customer management. Modular architecture allows deployment in piece-by-piece stages to leverage existing legacy customer care and billing solutions while unlocking value with each implementable step.

Big Data is intrinsic to monetizing services because massive volumes of transactions and customer accounts must be measured, priced, and billed – often in real time. The SAP HANA platform, with its leading-edge in-memory processing, provides fully automated processing with dynamic scalability.

Analytics are embedded into SAP Billing for Telecommunications to help ensure that customer reactions to new pricing, billing, and cash collection strategies can be immediately analyzed. If modification is necessary, it can be accomplished quickly to take advantage of fast-moving opportunities in today's highly competitive services industries.

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Providing Converged Services

Solution Overview

Convergent Charging

Convergent Invoicing

Receivables Management and Payment Handling

Credit and Collections

Financial Customer Care

Customer Experience Management

Why SAP?

Convergent Charging

Quickly configure and launch new products and services.

Convergent Invoicing

Pull information from multiple billing streams to consolidate charges into a single invoice.

Receivables Management and Payment Handling

Manage all payment activities and revenue for customer and partner accounts in real time.

Credit and Collections Management

Manage and monitor credit risk using flexible treatment rules based on customers' account histories.

Financial Customer Care and Dispute Management

Promptly address customer inquiries. Handle disputes and adjustments for customers using a 360-degree view of the account.

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Billing for Telecommunications

Solution Overview

Convergent Charging

Convergent Invoicing

Receivables Management and Payment Handling

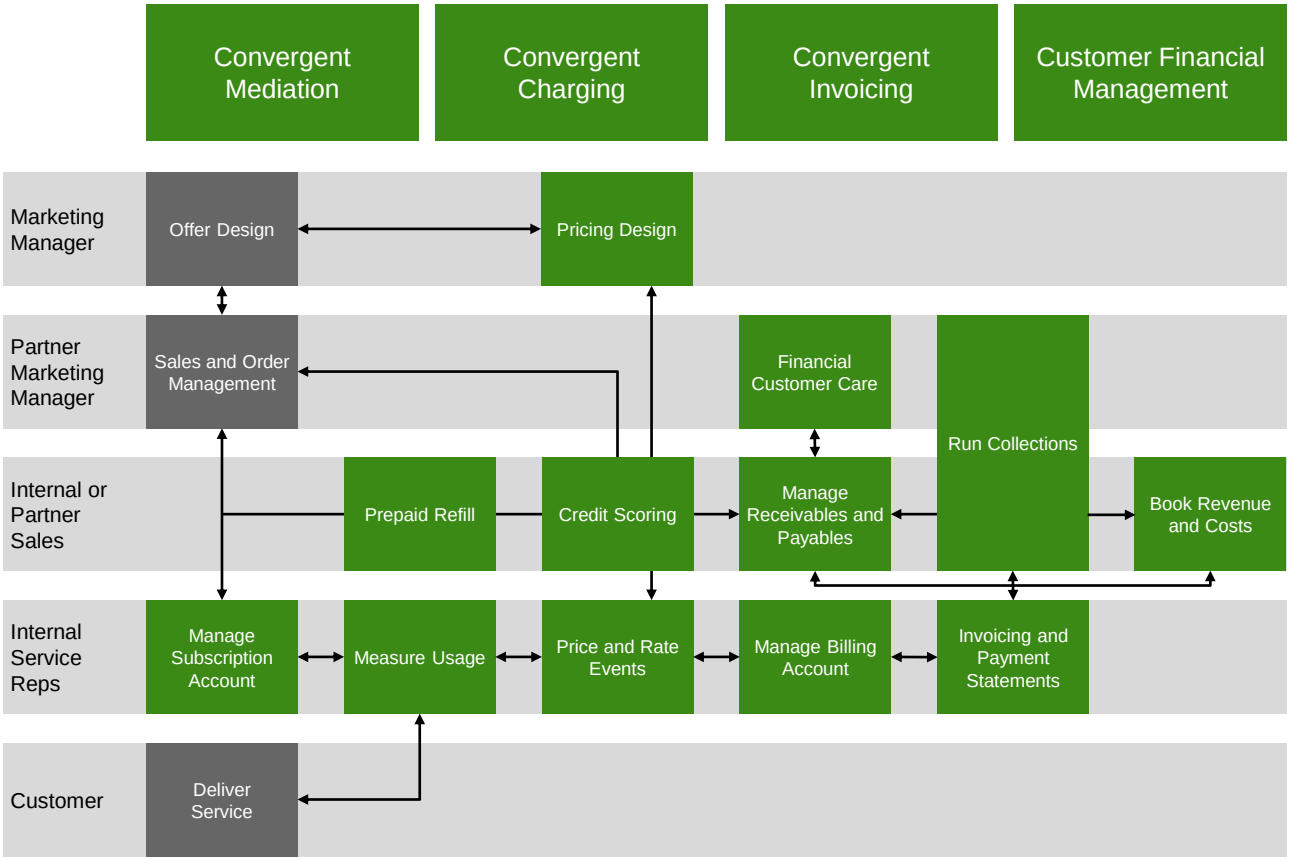
Credit and Collections

Financial Customer Care

Customer Experience Management

Why SAP?

SAP Billing for Telecommunications is a comprehensive solution that addresses the consume-to-cash business process for high-volume telco services.



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Convergent Charging

Solution Overview

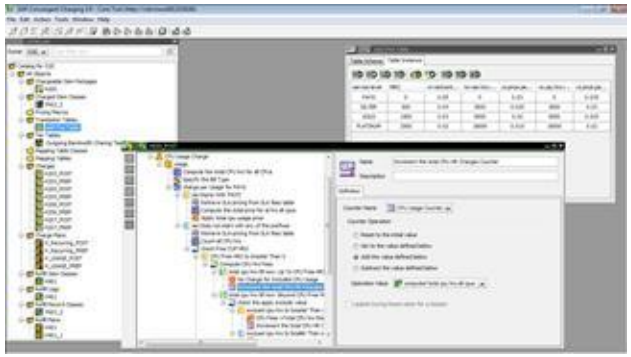
Convergent Charging

Capabilities

Benefits

SAP Innovations

With the SAP Convergent Charging application, telcos can create a variety of pricing, rating, and charging plans for new customer services. They can capture and track usage, including downloads.



12%

More new products meet revenue targets when product requirements are identified and validated from internal and external sources

Source: SAP Performance Benchmarking

Today's customers expect their provider to offer a variety of services and plans and to be responsive to new trends in the marketplace. Users want the variety of apps available on their smartphones, not just from their carrier but from other industries such as banking, healthcare, media, and high tech.

With SAP Convergent Charging, telcos can respond to market trends quickly in order to build customer loyalty and remain competitive in the market. With SAP Convergent Charging, telcos can launch and promote products to their customers, whether their own or partner products.

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Create, Configure, and Launch

Solution Overview

Convergent Charging

Capabilities

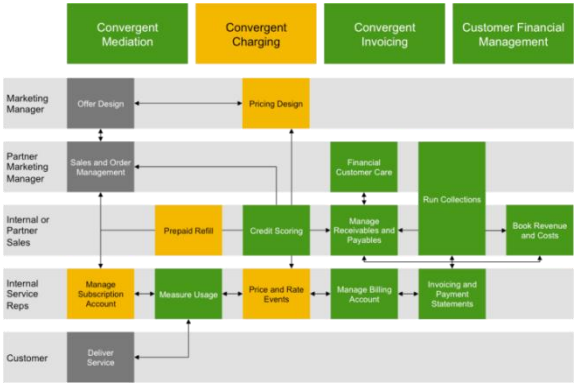
Benefits

SAP Innovations

SAP Convergent Charging supports high-volume transactions for diverse industries that require different payments methods. It supports prepaid, postpaid, and hybrid payments.

With the application's real-time credit control, telcos can manage prepaid balances in real time by checking them before delivering services to the customer.

Customers can be notified when a balance threshold is reached, and a service session can be terminated when the balance is depleted. This allows customers to manage their own spending on services and prevents surprises.



27%

Fewer customer complaints for organizations that expand invoicing and billing capabilities for customer needs

Source: SAP Performance Benchmarking

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Build New Revenue Streams with Flexible Pricing

Solution Overview

Convergent Charging

Capabilities

Benefits

SAP Innovations

Best-run companies speed time to revenue by introducing new pricing models for services while protecting profit margins and improving customer "stickiness" with timely, personalized offers.

19%

Fewer overdue accounts when customer adjustment and payment histories are available to customer service

Source: SAP Performance Benchmarking

The application's intuitive graphical user interface (GUI) lets users quickly configure new products or add to existing ones, eliminating the need for lengthy coding and testing. New services can be launched without disrupting customer service.

SAP Convergent Charging has proven to be massively scalable. It can continuously process 750,000 records per second, handling 200 million customers while allowing telcos to respond to them. This allows telcos to proactively work with customers to address threshold limits on prepaid accounts, freeing them to take control of how much or little they spend.

Because of the software's flexibility, telcos can easily make changes without disrupting their business or that of their customers, helping to ensure that all transactions are accurately captured for invoicing.

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Innovations for Convergent Charging

Solution Overview

Convergent Charging

Capabilities

Benefits

SAP Innovations

Integration is tight across the order-to-cash process. Massive volumes of transactions can be processed.

20%

Higher revenue per employee in organizations using information to identify strategic and competitive advantages

Source: SAP Performance Benchmarking

Applications

The SAP Convergent Charging application works with enhanced order capture in the SAP 360 Customer solution.

Big Data

The application is built on an in-memory platform to provide massive scalability. Recent tests show a capacity of up to 750,000 transactions per second for 200 million customers.

Analytics

Transactions from SAP Convergent Charging can be moved in real time to the SAP HANA platform for instant insight using the SAP Customer Usage Analytics analytic application.

Mobile

SAP Convergent Charging can be readily integrated into mobile apps for sales and customer self-care.

Cloud

SAP Convergent Charging is now deployable as a cloud offering through partners to decrease time to value.

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Convergent Invoicing

Solution Overview

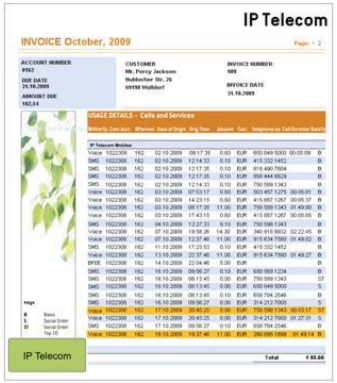
Convergent Invoicing

Capabilities

Benefits

SAP Innovations

Take over billable items from external rating systems, store them based on status, and bill them. Aggregate billable items and apply discounts to create a converged, easily understood customer invoice.



13%

Fewer overdue accounts receivable for organizations that enable accurate customer promises regarding pricing, availability, and so forth

Source: SAP Performance Benchmarking

The SAP Convergent Invoicing package pulls rated events or even complete bills from several upstream, multivendor rating or billing streams, and consolidates the information into a single converged invoice.

The invoice can be enriched with flexible discounts, multiple aggregations, various levels of detail, and statements about prior payment activity or late payments.

Then the final invoice can be designed with great latitude to conform to readability and marketing objectives. Making invoices easy for the customer to understand improves the likelihood of prompt payment.

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Aggregate for a Converged Invoice

Solution Overview

Convergent Invoicing

Capabilities

Benefits

SAP Innovations

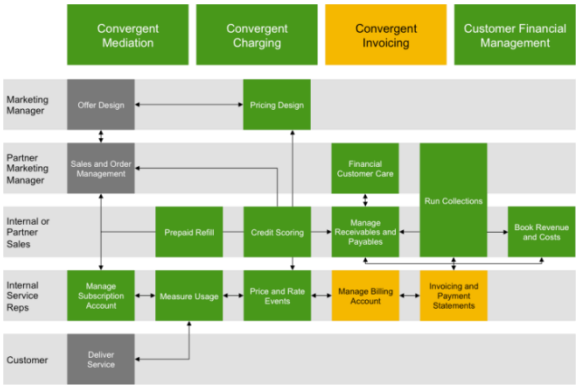
SAP Convergent Invoicing lets you pull information from several billing streams and individual rated events and consolidate charges into a single invoice.

The process starts with the acceptance of input from one or more rating or billing software systems, SAP or non-SAP. Inputs can be individual line items, recurring charges, or complete bills. The solution then combines these intelligently into a single invoice for the customer and calculates a single outstanding receivable.

Invoice-level discounting can be readily set up for various types of customers and personalized for individual accounts.

The software also handles third-party charges and payables so that payment statements can be produced with the same level of flexibility as customer invoices.

Invoices can be designed and laid out to meet the needs of customers of all kinds.



19%

Fewer billing and collections FTEs required when customers are billed electronically and can view their account status

Source: SAP Performance Benchmarking

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Simplify Customer Invoicing and Improve Collections

Solution Overview

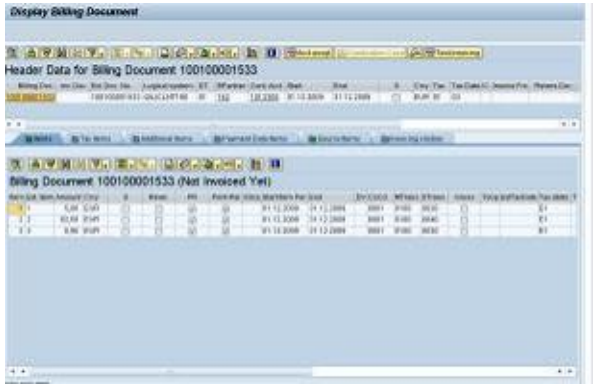
Convergent Invoicing

Capabilities

Benefits

SAP Innovations

Customers pay for services faster and are more loyal when bills are clear, accurate, and tailored to their needs. Partners also require transparency on payments due for a trust-based relationship.



27%

Reduction in overdue accounts when disputes are settled online and when dispute and collections management are integrated

Source: SAP Performance Benchmarking

SAP Convergent Invoicing integrates smoothly with accounts receivable and payable and includes information such as account balances, interest payments, and adjustments. The customer can see all charges by service such as Internet, voice, and data usage. The invoice reflects monthly recurring charges as well as nonrecurring charges.

On one invoice, customers can review how and where they are spending throughout the month.

Customer and partner satisfaction is improved when they receive bills and payment statements that they can quickly check and whose accuracy they trust.

Since SAP Convergent Invoicing is fully integrated with the SAP Customer Financial Management package, full transaction-level detail is preserved. This means customer care personnel have access to all the detail behind charges, discounts, and taxation, making customer issues quicker to deal with.

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Innovations for Convergent Invoicing

Solution Overview

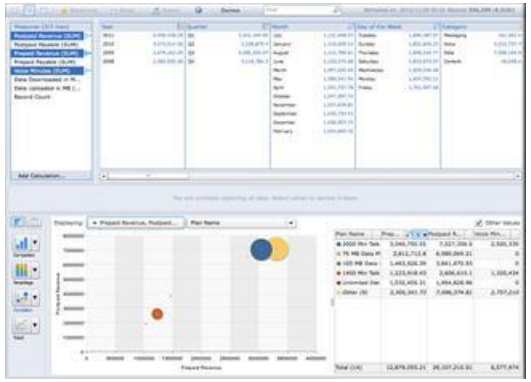
Convergent Invoicing

Capabilities

Benefits

SAP Innovations

SAP Convergent Invoicing provides billing on a massive scale – reliably, consistently, and flexibly – plus powerful analytics.



25%

Lower DSO when key metrics can be analyzed across customer, order, region, and product line

Source: SAP Performance Benchmarking

Applications

SAP Convergent Invoicing can handle hundreds of millions of customer accounts and billions of event records per day while still enhancing configurable flexibility for discounting operations.

Analytics

The software replicates billable items in real time to SAP Customer Usage Analytics powered by SAP HANA and thus enables instant insight on billed and unbilled transactions, revealing customer behavior and how that translates into revenue.

Cloud

SAP Convergent Invoicing is deployable as a cloud solution through partners, for faster time to value.

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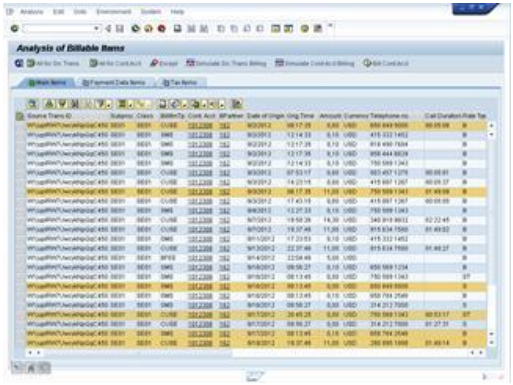
Receivables and Payment Management

Solution Overview

Receivables Management and Payment Handling

- Capabilities
- Benefits
- SAP Innovations

Receivables management and payment handling functionality in the consume-to-cash process integrates and aligns all internal and external accounting parties – a complete, transparent subledger solution.



33%

Fewer overdue accounts receivable when access to real-time up-to-date order, delivery, and billing information is available to customers

Source: SAP Performance Benchmarking

The SAP Revenue Management and Contract Accounting (SAP RM-CA) application enables you to manage and monitor receivables due from your customers.

Its powerful subledger is fully integrated into all upstream, downstream, and related applications. This allows telcos to manage high-volume mass billing and invoicing input, account payments, and process activities in a highly automated way.

Customer payments are readily reflected in the subledger balance, allowing customer care and collections reps to work with the latest information when responding to a customer.

Because SAP RM-CA provides revenue realization from billing to general ledger, customers receive accurate information on their invoices such as payments received, new charges for the month, and fee and interest calculations.

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Manage Up-to-Date Account Information

Solution Overview

Receivables Management and Payment Handling

Capabilities

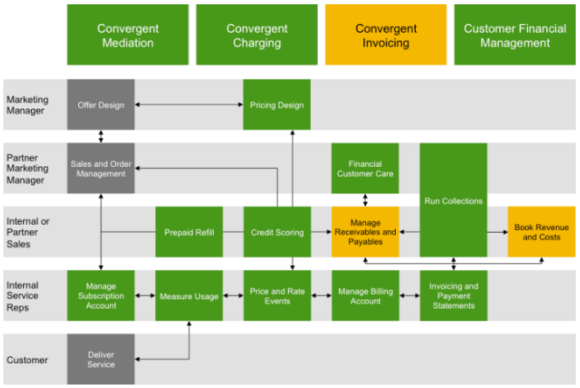
Benefits

SAP Innovations

SAP RM-CA provides a holistic view into all activity about a customer's account. With its ability to automatically update the account, telcos can be confident that when talking with their customers they have the latest payment information.

This allows telcos to more easily answer account balance questions regarding fees, taxes, late payments, one-time charges, or changes made by the customer that affected an invoice.

Because SAP RM-CA is also accessible by collection and customer care representatives, the automated updates prevent collection agents from contacting customers for payments that have already been made. Customer care reps can respond to customer questions with SAP RM-CA as the "source of truth," the single repository for all payment information for a customer's or a partner's account.



7%

Better customer satisfaction when detailed customer profiles and interaction histories are available at the point of interaction

Source: SAP Performance Benchmarking

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Automate Receivables Management

Solution Overview

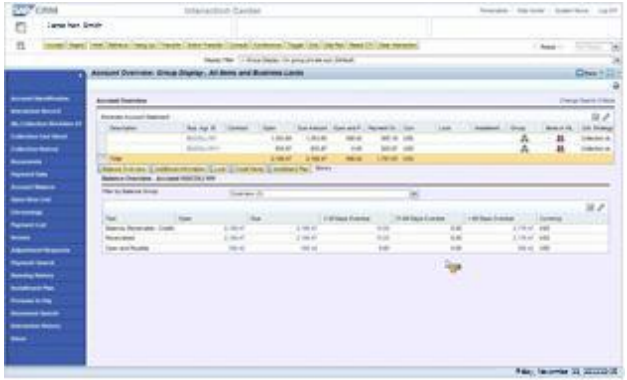
Receivables Management and Payment Handling

Capabilities

Benefits

SAP Innovations

Since SAP RM-CA can automate and manage payments, telcos have centralized, up-to-date information to better manage their customer accounts and provide a better customer experience.



18%

Fewer overdue receivables when customers are billed electronically and can view their account/payment status

Source: SAP Performance Benchmarking

SAP RM-CA provides timely insight into current account balance information for customers and partners. It accurately reflects all payment activities and manages collections activities such as promises to pay and disputes.

When remitting a payment, customers can advise how they want it to be posted. Customers appreciate this extra measure of control over how their account is managed and how their payments are processed.

Because the information in SAP RM-CA reflects not only payments but invoices to be paid, both the customer and the telco have a single, complete view of the same information – removing the guesswork on the part of the carrier as to what a customer is seeing and inquiring about on an invoice.

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Solution Overview

Receivables Management and Payment Handling

Capabilities

Benefits

SAP Innovations

Innovations for Receivables Management and Payment Handling

Handle end-to-end prepaid and post-paid scenarios with proper accounting and revenue recognition of prepaid refills.

Applications

Prepaid accounts and their associated refill and closing activities can be accounted for, reconciled, and reported in a configurable manner.

Cloud

SAP Customer Financial Management is deployable as a cloud solution through partners, for faster time to value.

66%

Of companies expect greater flexibility and agility to be a source of business advantage from cloud computing

Source: SAP Performance Benchmarking

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Credit and Collections

Solution Overview

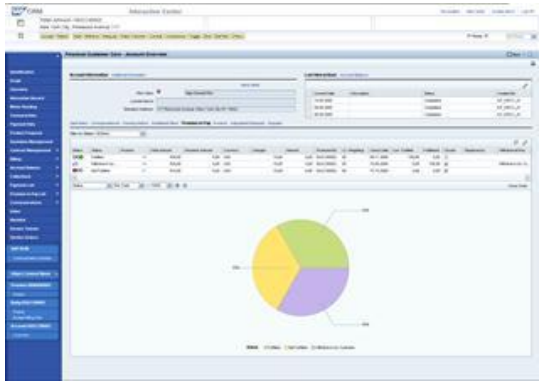
Credit and Collections

Capabilities

Benefits

SAP Innovations

Credit and collections management in the SAP Customer Financial Management package classifies customers and tailors collections to plans best suited to them, boosting revenue and reducing write-offs.



20%

Fewer uncollectible accounts receivable write-offs when customer relationships are considered in determining the right collections strategy

Source: SAP Performance Benchmarking

This functionality provides a flexible and effective tool set for recovery of debts. It accelerates collections by segmenting customers according to credit risk. Tailored collections strategies are optimized through built-in analytics. The process can be run in-house or by an external collection agency. Carriers can work with customers to develop plans that are agreeable to both.

Payment plans are automatically managed via payment handling functionality. Customers who meet their agreements are not contacted by collections groups. If a customer does miss a payment, the software automatically creates an alert.

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Create Flexible Collection Strategies

Solution Overview

Credit and Collections

Capabilities

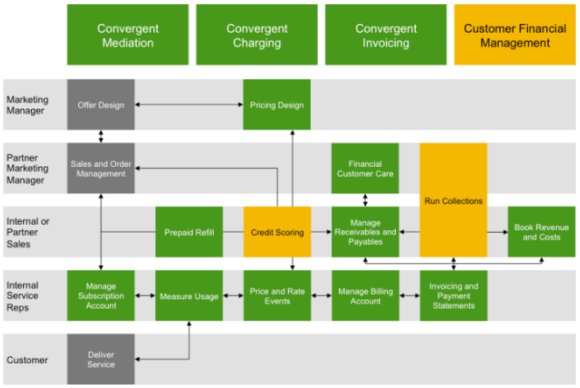
Benefits

SAP Innovations

Credit and collections management in SAP Customer Financial Management begins by classifying customers by credit risk. This scoring can come from external credit bureaus or socio-demographic profiling. It allows service providers to decide what terms and conditions to offer to new customers.

Customers' payment behavior is automatically and continuously monitored for an up-to-date picture of their credit risk. With current credit profiles, carriers can proactively define how best to handle customers, defining which customers need to provide a deposit for services, for example.

Credit strategies can be created and then selected based on a customer's risk profile. They vary from promise to pay and installment plans to sending an account to an external agency.



With promise to pay, carriers can work with the customer to determine the frequency and amount of payments. The system automatically calculates and shows any interest and fees and allows the telco to set up a payment schedule.

51%

Fewer uncollectible accounts receivable write-offs when collections and credit management systems are tightly integrated

Source: SAP Performance Benchmarking

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Dynamically Monitor and Adjust Strategies

Solution Overview

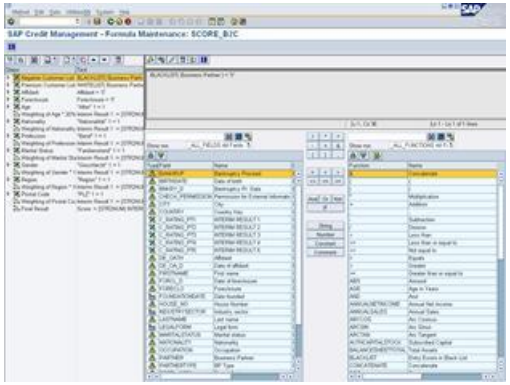
Credit and Collections

Capabilities

Benefits

SAP Innovations

Dynamically adjust collection strategies to the overall trends in collections management, using the collection activity best suited to the customer's profile.



67%

Lower accounts receivable cost for organizations that optimize collections and dispute management

Source: SAP Performance Benchmarking

With the credit and collections functionality in SAP software, carriers get a holistic view of their customers that better equips them to work with those who miss a payment.

Customers appreciate carriers more when they show a willingness to work with them and a knowledge about who they are and what services they have. They especially appreciate a carrier's willingness to create a payment plan that fits their budget.

Because the system helps customer care reps see what strategy may work best for the customer, telcos have an opportunity to work with the customer and promote loyalty while at the same time increasing the likelihood of receiving payments.

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Innovations for Credit and Collections Management

Solution Overview

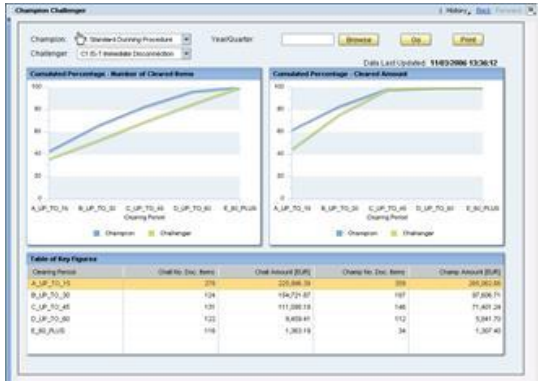
Credit and Collections

Capabilities

Benefits

SAP Innovations

Collections strategies can be fine-tuned and optimized with flexible configuration and integrated analytics.



Applications

The credit and collections management functionality in SAP software now leverages the enhanced business rules framework to define flexible, extensible decision logic for determining the next step to apply as part of a collections strategy.

Analytics

When choosing whether to generalize a new collections strategy to the entire customer profile, champion-challenger analysis can help. It is a technique supported by SAP software that is used to evaluate such strategies against a sample of the target customer profile, and it is integrated with analytics to support decision making.

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Financial Customer Care and Disputes

Solution Overview

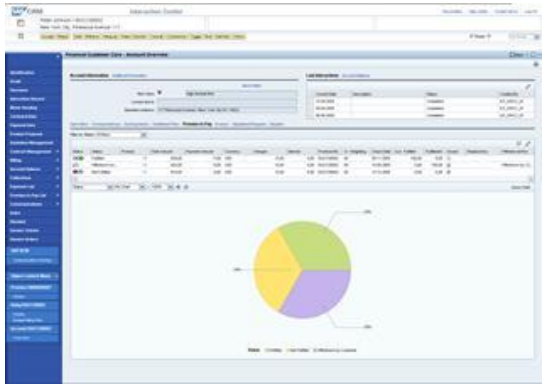
Financial Customer Care

Capabilities

Benefits

SAP Innovations

Agents have a complete view of customer financial information in order to quickly answer inquiries and resolve disputes. This improves customer satisfaction and reduces support costs.



21%

Fewer uncollectible accounts receivable write-offs for organizations that optimize collection and dispute management

Source: SAP Performance Benchmarking

Financial customer care and dispute management functionality in SAP Customer Financial Management supports all financial-related communications with customers. Working with the interaction center functionality in SAP 360 Customer, SAP Customer Financial Management manages contacts, inbound and outbound, via any channel. Service agents get the facts and figures they need to provide immediate, accurate answers and to quickly achieve appropriate resolutions to customer issues. It helps them improve overall customer care and better manage disputes, and it paves the way for smooth collections and optimal cash flow.

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A 360-Degree View of the Customer

Solution Overview

Financial Customer Care

Capabilities

Benefits

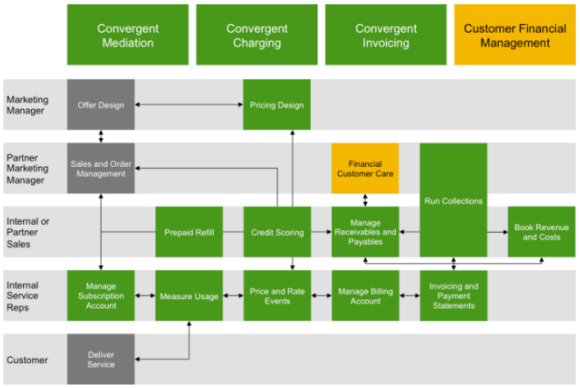
SAP Innovations

With financial customer care and dispute management from SAP software, service agents can access and amend customer contracts, payment instruments, and account data as needed.

Agents get important information about customers, such as overdue payments, and receive high credit-risk alerts. Scripts and prompts guide agents smoothly through customer interactions.

Customer inquiries are efficiently handled with complete access to account status data and balances, including unbilled or billed products and payments, down to the line-item level.

When customers have difficulty paying on time, agents can change payment arrangements. The software manages installment plans and promises to pay as well as the effects on receivables and collections processing.



When items are in dispute, guided processing and approvals can be invoked before deferring items or applying credit notes.

All customer interactions can be tracked, including free-form notes. This helps telcos achieve service excellence across all channels and forms of interaction.

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Managing a 360-Degree View of the Customer

Solution Overview

Financial Customer Care

Capabilities

Benefits

SAP Innovations

Best-run companies empower service agents to provide a better customer experience, thus increasing loyalty while reducing costs and speeding cash collection.

5%

Higher agent utilization rate for organizations that utilize knowledge repositories to handle customer interactions

Source: SAP Performance Benchmarking

Financial customer care software from SAP supports a single consistent view into customer account histories, including all recent activity. Customer accounts are automatically updated with events including payments, correspondence, phone calls, and credit changes. This equips agents to handle customer inquiries competently, increasing satisfaction levels.

With a single view into the account, telcos save their customers the time and frustration of having to talk with multiple representatives.

Automated filters and rules allow agents to find information quickly. With the software's business rules processes, reps can approve credit for disputes up to configured thresholds.

Changes are automatically captured in the system for inclusion on future invoices. Historical views are retained for future customer conversations.

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Solution Overview

Financial Customer Care

Capabilities

Benefits

SAP Innovations

Innovations for Financial Customer Care and Dispute Management

Provide a unified experience for managing products, customers, billing, and revenue as an integrated, complete process.

77%

Of those using an integrated suite of cloud solutions say these solutions meet "most" or "all" business needs

Source: SAP Performance Benchmarking

Applications

With the SAP Customer Financial Management package, telcos can manage disputes and deferrals down to each line-item detail.

Big Data

SAP Customer Financial Management scales to support massive volumes of customers, accounts, and transactions at fine-grained detail while maintaining consistency.

Analytics

Activity generated in SAP Customer Financial Management, including customer status changes, transactions, bills, and payments, can be replicated in real time to SAP HANA, enabling insight using the SAP Customer Usage Analytics rapid-deployment solution.

Cloud

SAP Customer Financial Management is deployable as a cloud solution through partners, for faster time to value.

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Customer Experience Management Value Map

Solution Overview

Convergent Charging

Convergent Invoicing

Receivables Management and Payment Handling

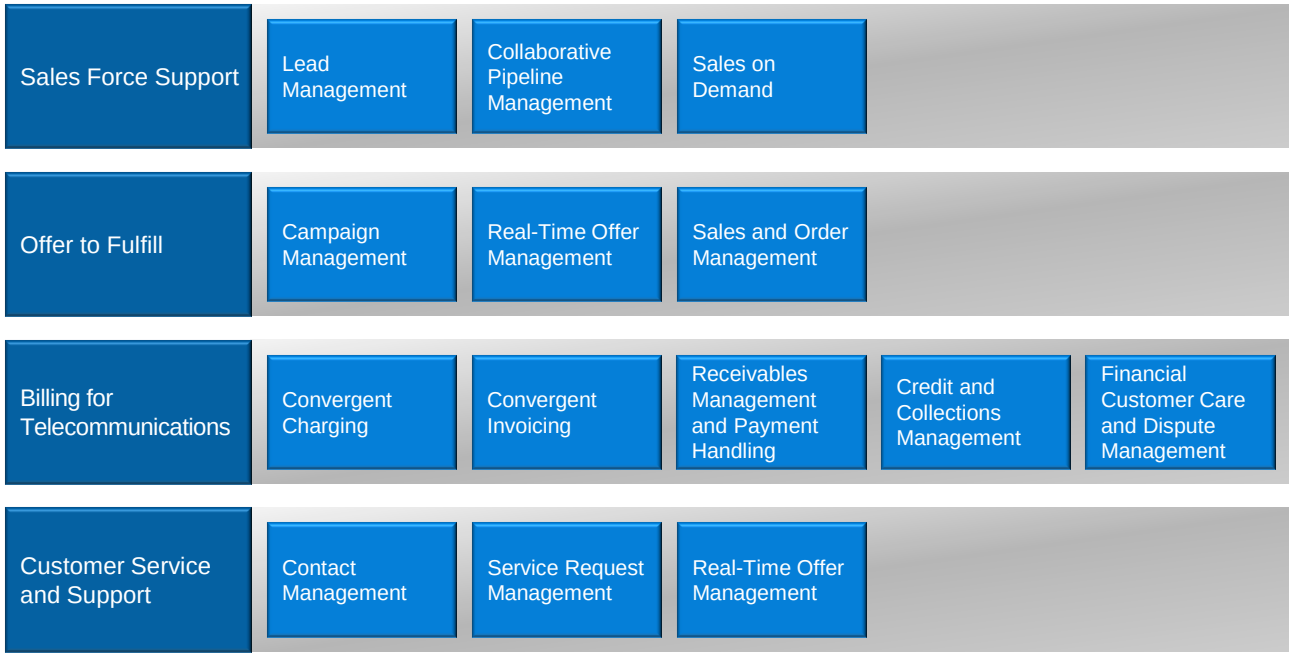
Credit and Collections

Financial Customer Care

Customer Experience Management

Why SAP?

SAP solutions address the key requirements of customer experience management.



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Why SAP?

Solution Overview

Convergent Charging

Convergent Invoicing

Receivables Management and Payment Handling

Credit and Collections

Financial Customer Care

Customer Experience Management

Why SAP?

SAP Billing for Telecommunications uses the latest innovations to equip telcos to improve service to customers. A flexible charging platform supports quick time to market for new products. Converged invoices improve customer retention.

Business Agility

Launch new pricing, charging, and billing models faster than the competition.

Efficient Revenue Management

Increase customer satisfaction and improve financial performance with a converged view of customer accounts, receivables, payables, and disputes.

Deployment Flexibility

Deploy a complete, integrated customer care and next-generation billing system, or choose to implement in smaller steps for targeted incremental value.

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