# **Telecommunication Services Management System**

# Background

In the current world, usage and utilization of WIFI, phones and smart TVs has increased manifold. Though people are provided with variety of entertainment and informative content, it has also increased the complexity of managing these services all at once and keeping up with the customer interests and demands.

We would be creating and maintaining a centralized database which would be used to store a huge amount of data across service providers and would store Customer data and the services they have subscribed to. The analysis of this data would help user with a consolidated view of bills for these services and would provide a better insight of the expenditure for these services for previous months. The service providers can also utilize the data to understand the usage of the services provided and enhance and come up with more user-oriented proposals with respect to services, enabling them to provide a better and effective customer service.

# Purpose

* To provide a consolidated view of billing of all the utilities the customer has subscribed.
* Enabling the user to analyze the previous months spends for these subscribed services.
* Enabling the service providers to analyze the subscriptions for the current plans.
* To help determine the service provider the interests and current demands to enhance the current plans and propose more convenient plans for the customers.