

Infonova R6

Digital Ecosystem Management Platform

Discover a new era of business flexibility
for the Digital Economy





Business Transformation from Now to Future

Infonova R6

Discover a New Era of Business Flexibility for the Digital Economy

In today's Digital Economy, businesses are facing numerous new opportunities and challenges such as the convergence of industries, disruptive technologies, out of area competition and continually evolving customer needs and expectations.

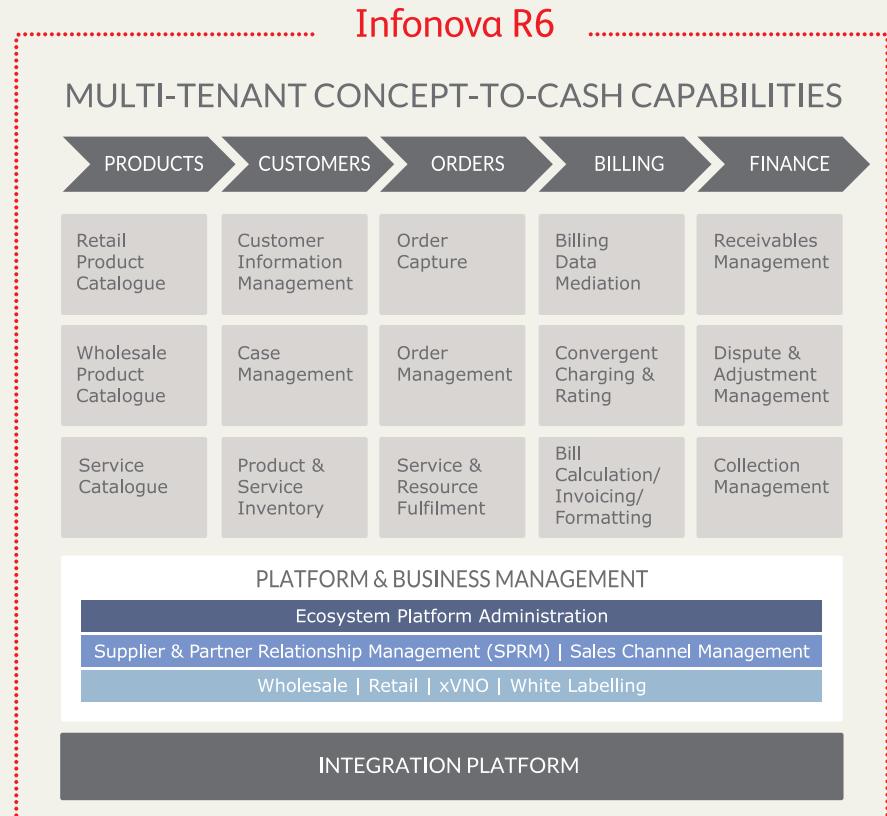
To deliver on these customer expectations, businesses increasingly need to partner more comprehensively with other businesses in order to produce an agile and constantly evolving set of products and bundles of services that deliver increased value to customers. The creation, delivery and monetization of such combined offerings requires new industry-specific and cross-industry business models and IT systems with capabilities that cover a much more integrated business flow from service design, catalogue and order management over CRM, billing and financials for multiple organisations.

Infonova R6, Infonova's Digital Ecosystem Management Platform, is specifically designed to cater for these needs. The R6 Platform covers the full end-to-end concept-to-cash process. Supporting multiple tenants on a single platform, with individual access to the full range of R6 functionality, R6 enables the efficient and effective business processes that are necessary for innovative digital services and multi-partner ecosystem management. The platform supports industry-specific and cross-industry business models and empowers businesses of various service industries to face the challenges of the Digital Economy.

Infonova R6 unlocks a new era of business flexibility and enables your organisation to capitalise on the opportunities of the Digital Economy.

Infonova R6 – The Digital Ecosystem Management Platform

- ▶ Front & Back Office BSS including product and service management, customer management, order management & fulfilment, billing and collection capabilities for multiple tenants
- ▶ End-to-end concept-to-cash platform for any technology or service: telco, cloud, media, water, gas, electricity, insurance, financial services etc.
- ▶ Enables fast time-to-market for attractive service bundles
- ▶ Provides a true 360° customer view
- ▶ Offers an intuitive user interface and self-care for superior usability and ease-of-use
- ▶ Provides a powerful integration framework



Infonova R6 enables your streamlined and customer-centric business

Infonova R6 is a Digital Ecosystem Management Platform with the functionalities of a Business Support System (BSS) at its core: Product Management, Customer Management, Order Management & Fulfilment, Billing and Collection. Each of the tenants can utilise the full functionality of R6 in their own right and with their own business rules.

This end-to-end concept-to-cash process is provided for any technology or service: telco, cloud, media, water, gas, electricity, insurance, financial services, health services etc., thereby enabling a streamlined and customer-centric business for a variety of service industries.

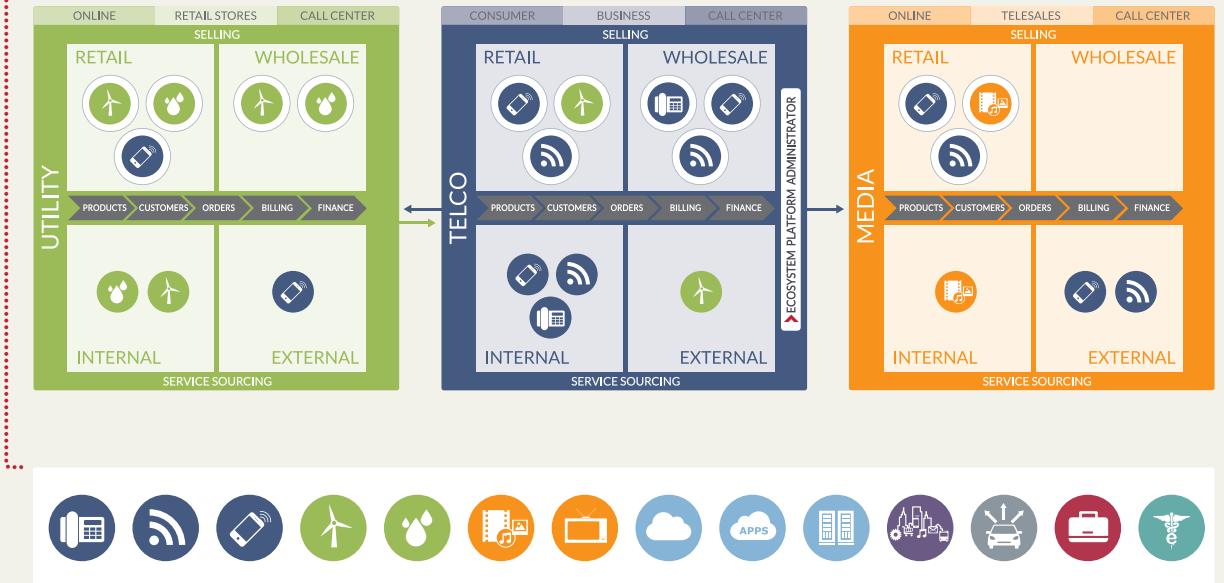
Create Revenue-Generating Bundles

Companies of all services industries need to possess the agility and speed to bring new products and services to the market quickly and to react instantly to changing customer requirements. Infonova R6 allows for a rapid time-to-market of products and attractive service bundles for your customers. In addition, it also supports the easy adjustment of services, processes and business models as your business evolves. This enables you to react instantly to changing market and customer requirements and to better serve your customers.



Infonova R6

MULTI-TENANT BUSINESS ARCHITECTURE



The diagram above shows a sample business architecture. The unique architecture of Infonova R6 allows for the business architecture that meets your business requirements – from single-tenant to multi-tenant, multi-layer business architectures.

- ▶ Provides the ability to operate different brands and business segments and to manage diverse customers, products and services in parallel on a single platform
- ▶ Caters for industry-specific and cross-industry Digital Economy business models
- ▶ Allows for automated revenue allocation and partner settlement
- ▶ Reduces total cost of ownership (TCO) and operational costs
- ▶ Unleashes the potential for a multi-layer value fabric

Future-Proof your Business with Infonova R6

By selecting Infonova R6, you get the flexibility to support your business requirements both now and as your business demands change. With its unique and flexible business architecture, Infonova R6 supports single-tenant, industry-specific operations and also offers real multi-tenant concept-to-cash operations for complex cross-industry Digital Economy business models. This not only enables your organisation to successfully manage your current business but also to grow in new areas of business now or in the future.

Infonova R6 enables your Digital Business

Customers expect consistently outstanding experiences and support. To deliver on these expectations, businesses increasingly need to engage with partners to create and enrich service offerings and to provide new, innovative digital service bundles. Infonova R6 is specifically designed to cater for these needs. The platform integrates different products and services, customers, partners who supply as well as partners who sell products and services, as well as brands and business segments, all on one platform. Infonova R6 allows for the automatic billing and monetization of all diverse services as well as for automatic revenue allocation and partner settlement.

Infonova R6 supports your organisation by providing effective business solutions necessary for the creation, delivery and monetization of innovative digital services and enables the transformation of your business to thrive in the Digital Economy.

Infonova R6 Product Management

Flexibly manage products, services and bundles through all phases of their lifecycle

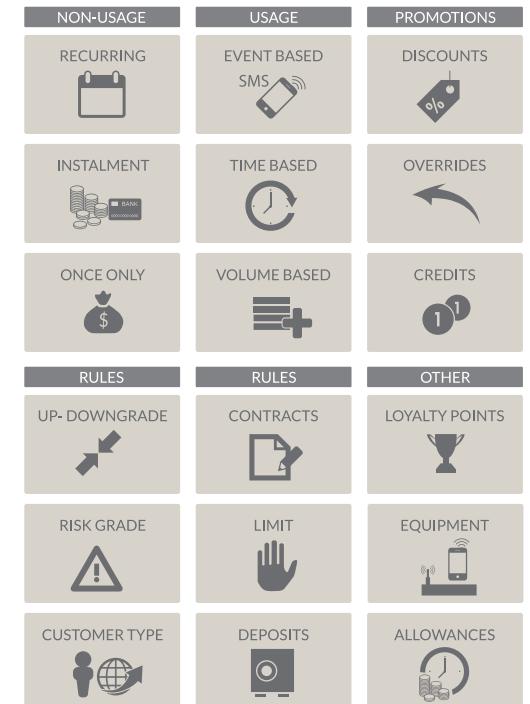
In today's digital era, companies need to possess the agility and speed to bring new products, services and bundles to the market quickly and to react instantly to changing customer requirements. Therefore the innovation of digital services is a highly important requirement for businesses, as is the ability to easily modify products and services to keep up with new and rapidly emerging user demands and pressure from competitors. Infonova R6 Product Management, covering Retail Product Catalogue, Wholesale Product Catalogue and Service Catalogue functionalities, enables you to deliver an agile and constantly evolving set of products, as well as attractive bundles of services with fast time-to-market.

Retail Product Catalogue

The management of offers to be sold to your end customers is achieved through Infonova R6's Retail Product Catalogue. This component allows the product manager to choose from all available services within the Service Catalogue to create offers and bundles, in any combination, via an easy to use graphical user interface. The product manager is able to select from a wide variety of charging models and define the business rules involved with ordering the specific offer. This enables a fast time-to-market and the easy launch of new products without the involvement of IT.

- Easy to use UI for managing all aspects of a retail offer
- Wide range of charging models for usage and non-usage charges
- Business rules for contracts, up-/downgrades, dependencies, discounts, promotions, allowances and bundling
- Timeline-based versioning for managing the lifecycle of the offers
- Channel and product category management to define the availability of the offer in the various sales channels
- The ability to enrich offers by attaching additional files such as product images, terms and conditions documents, as well as icons
- Empowers the product manager to effectively design, copy and modify offers and securely stage them between systems
- Supports multi-language offer definition as well as white labelling and multi-currency

Information stored in the Retail Product Catalogue allows seamless interaction between Order Management, Customer Management and Billing modules to ensure consistency and precision throughout each offer's end-to-end process.





Wholesale Product Catalogue

The Wholesale Product Catalogue defines the settlement agreements used for the reselling of services via other tenants. It enables you to generate additional revenues by making services available to other business partners/tenants in the ecosystem.

Via an intuitive UI, the wholesale product manager defines the terms and conditions under which a service is made available to another tenant. The moment a wholesale offer is assigned to a tenant, the retail manager is able to utilise it to define and create retail offers with completely independent pricing, bundling and business rules.

- Easy to use UI for managing all aspects of a wholesale offer
- Flexible charging models for usage and non-usage charges
- Tiered charging rules for performance-based settlement agreements with tenants
- Timeline-based versioning for managing the lifecycle of the offers

The Product and Service Catalogues are partitioned to enable each tenant's product manager to independently position their offers.

Service Catalogue

The Service Catalogue manages the services, describing the features and attributes available to your customers, as well as containing the technical parameter definitions required for successful fulfilment. Furthermore, the Service Catalogue couples the usage feeds to the appropriate services to enable successful usage data processing.

The Service Catalogue can deal with any type of service due to the fact that the features and attributes that make up a service are represented in a generic data model based on TM Forum's Information Framework. This allows for the support of individual services from any industry on a single platform, as well as the ability to seamlessly combine these services with any other service or services.

- Services are represented in a generic data model by a service specification and its characteristics
- A wide range of predefined service characteristics is available in order to model typical services
- The data model can be extended with custom service characteristic types in order to model less generic service types.
- Service workflows for ordering and fulfilment can be defined in the catalogue



Infonova R6 Customer Management

Enhance customer experience and capitalise on improved customer relations

In the changing and highly competitive business environment of services industries, efficient and effective customer management is critical to create and maintain a sustainable customer base. Infonova R6 Customer Management, comprising of Customer Information Management, Case Management and Product & Service Inventory, gives you full transparency and control over the entire customer lifecycle and provides the support you need to better understand your customers, be more responsive to their expectations and needs, and improve customer profitability.

Customer Information Management

Customer Information Management gives you the tools and capabilities you require to really understand and know your customers. It delivers a consistent, accurate and complete customer view to all touchpoints, allowing for the straightforward management of the customer relationship throughout its lifecycle, from acquisition through to enhancement and retention.

- True 360° view of your customers
- Customer profile management and history
- Processing status of customer orders
- Exact knowledge of the customer's product and service inventory
- Open activities including enquiries, tickets and disputes
- Unbilled charges and status of allowance consumption
- Billing and payment arrangements
- Invoice history and financial transactions
- Collections status
- Customer document repository
- Loyalty points programs





Case Management

Case Management is a means of communication between you and your customers functioning as an instrument for solving any issues that might appear on the customer's side.

- Case Management tracks customer support interactions including active and closed enquiries, support requests, tickets and complaints
- Customer tickets manage interactions with customers and track the history of customer requests
- Task Management orchestrates manual interactions in business processes as well as issue tracking within the system
- Dispute Management helps you to identify, track and assign an appropriate final dispute settlement to contested charges

Product & Service Inventory

Product & Service Inventory offers a consolidated customer inventory and presents a detailed profile of what your customers have purchased. This enables a concurrent view of the physical, logical and service inventory characteristics that are required to deliver the customer services. Customer facing service instances and their attributes are also maintained as part of the service account.

- Enables the purchase and configuration of customised product offers by or on behalf of your customer, based on the product catalogue offer definition
- Maintains an inventory of your customer's customised offers, service accounts and services
- Triggers the order process for the purchase and subsequent modification of customised offers and services
- Handles bulk product and service inventory operations



Infonova R6 Order Management

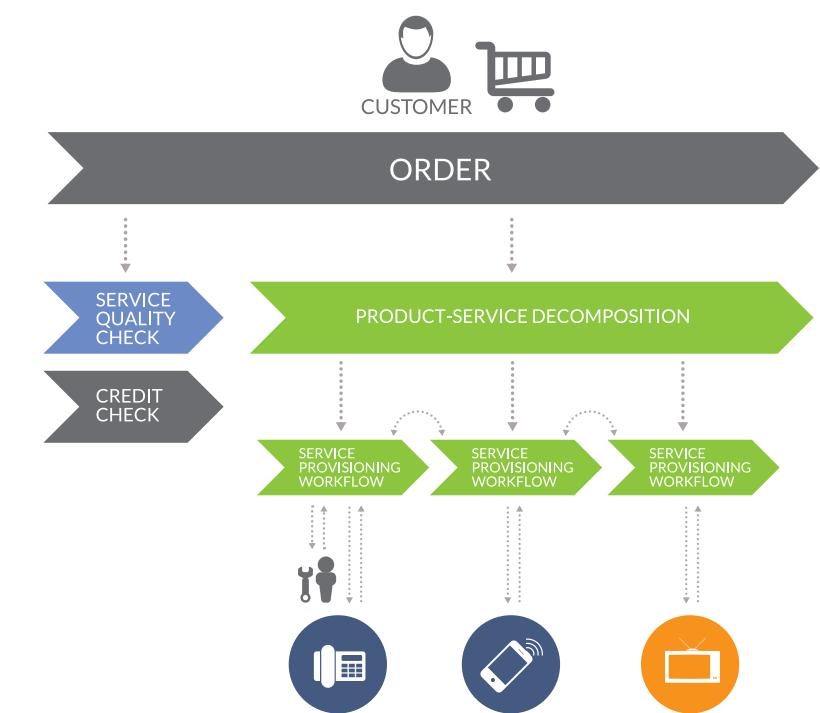
Optimise and streamline order management and fulfilment

An efficient order capture and order management process is an essential part of the customer experience. These days, innovative new services that might bundle a number of different products and services from different providers, made available in diverse ways, are increasingly becoming the norm. Infonova R6, with its catalogue-driven order management, allows you to efficiently manage the end-to-end order lifecycle for complex product offerings and bundles, across different business segments, partners and customer touchpoints. With its high level of automation and use of flexible, business rule-driven processes, R6 Order Management ensures consistent order processing with security and control and enables you to handle complex fulfilment scenarios.

Order Capture

Order Capture controls the process of capturing your customers' order information from the start of customer negotiation through to the point of order placement. Depending on the type of activity in process (be it ordering a new product offer, creating a new customer, etc.) rules and checks are applied that define which actions can be undertaken. These include:

- Identifying the list of offers that can be ordered by a customer in a certain channel
- Restricting the offer-list based on customer properties, e.g. customer type
- Validating the configuration of an offer
- Validating technical constraints (e.g. service availability) and business rules (e.g. eligibility due to credit rating)
- Validating offer rules
- Performing service availability checks
- Performing credit checks





Order Management

Order Management handles the end-to-end process of your customers' requests for services. An order encapsulates any service request, either to create a new service, or modify/terminate an existing one. The catalogue-driven Order Management decomposes each offer into individual services and tracks the entire process of service activation, be it completely automated end-to-end or requiring manual steps during the fulfilment process.

In addition, Order Management makes sense of wholesale/retail offer relationships and ensures that the onward sale of wholesale offers is correctly instantiated and activated for billing in the relevant customer product and service inventories.

- The order handling process receives the captured order information and initiates further quality checks on the data including address validation, credit checks, payment verification etc.
- The Product-Service decomposition, based on structures defined in the Product Catalogue, triggers individual workflows for the fulfilment of each service included in the order
- Manual interactions and error handling are handled via Task Management - Task Management is fully integrated within the workflow engine and manages manual interactions in workflows
- Each tenant can configure individual business processes in order to meet the requirements of its business

Service & Resource Fulfilment

Service & Resource Fulfilment takes the decomposed product/service orders and fulfils the order towards the service delivery platforms. Furthermore it orchestrates the workflows involved with activating or terminating a service, and integrates with the interfaces of the downstream systems.

Infonova R6 provides a powerful integration framework that enables the end-to-end automation of the service and resource fulfilment processes for your business.

- The workflow engine orchestrates the communication with all systems involved in activating a service
- The framework supports service dependencies and cross-service synchronisation of provisioning processes
- Workflows can be extended with validation steps, notifications, manual interactions and 3rd party interface calls
- The framework deals with exception and error handling through the Task Management component



Infonova R6 Billing

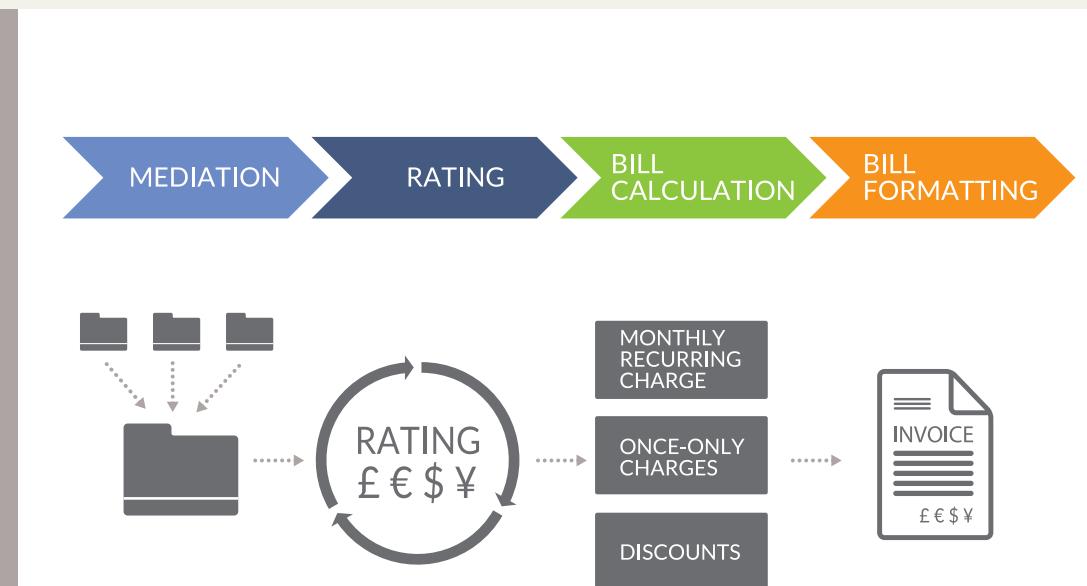
Flexible billing and monetization as a cornerstone of your successful business

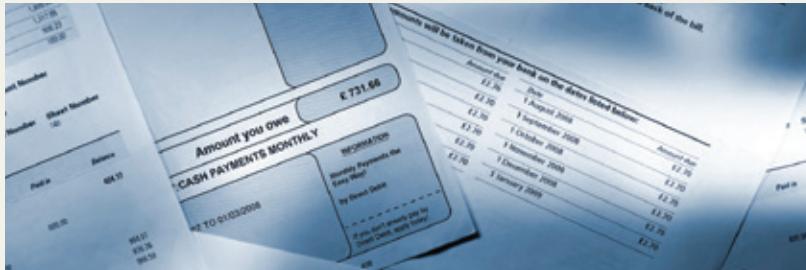
A billing solution that enables flexible billing and monetization of convergent services is a fundamental cornerstone of every successful business today. Infonova R6 Billing with its Billing Data Mediation, Convergent Charging & Rating and Bill Calculation/Invoicing/Formatting capabilities is designed to fully support all services and payment types and is an essential part of Infonova's comprehensive R6 Platform. As a Digital Ecosystem Management Platform, Infonova R6 not only provides support for retail but also wholesale billing, as well as partner settlement and the handling of multiple currencies. With R6, you gain a billing system that provides your finance and accounting department with controlled, accurate and up-to-date billing information so that invoicing becomes easier and more reliable.

Billing Data Mediation

Billing Data Mediation covers the process of collecting and handling your customers' usage data from different usage data feeds, for any type of service. It validates the incoming data according to the defined rules, correlates the data with the billing account and its product and service inventory, and transforms it into the system's internal unified data record format for further processing by the Charging & Rating function. Erroneous records are rejected and stored for data correction and reprocessing.

- Offers a flexible integration layer for the processing of usage records in batches or single records. Data is processed in real-time to guarantee a fast update of your customers' unbilled balance and allowances, both shared and individual (dependant on the transport mechanism and the availability of data from 3rd party billing feeds)
- Allows for easy configuration of various data formats
- Allows the implementation of custom data validation and transformation rules
- Data mediation makes sense of the usage data allocation within the multi-tenant ecosystem to respect the billing relationships between the various parties





Convergent Charging & Rating

Convergent Charging & Rating is responsible for calculating your customers' usage record charges of certain services, taking allowances into consideration and triggering actions whenever certain thresholds or limits are reached. R6 supports both session and event-based charging and allows for convergent tariffs across multiple different services. The high performant rating engine processes records in real-time and guarantees an accurate and fast application of charges to the usage records.

- Flexible rating functions to cover charge calculations from simple to complex tiered-charge calculation models
- Supports event-based, time-based and volume-based charging
- Time-of-day and segment-based charge definition
- Convergent online and offline rating for pre/post-paid billing models
- Allowance consumption and sharing across services and accounts
- Threshold and limit triggered actions
- Parallel and independent rating of wholesale and retail usage

Bill Calculation/Invoicing/Formatting

Bill Calculation, Invoicing and Formatting are together responsible for creating the invoice at the end of the billing period. In order to calculate a bill for each of your customers, these components consolidate the usage and non-usage charges open for each account, apply discounts, handle invoice transfers, allocate loyalty points and include payments made in the open billing period. Finally, rendering by the bill formatting engine takes place to produce an easy to read invoice for your customers.

- Allows flexible layout per customer segment and/or tenant
- Multi-language capabilities allows for invoices to be generated in the customer's preferred language
- Intuitive billing management interface
- Flexible bill cycle definition and management
- Bill run simulation and verification capabilities
- Charge transfer scenarios between accounts
- Easily adaptable invoice templates
- Itemised and summary billing
- Small invoice suppression
- Loyalty point allocation
- Multi-currency support

Infonova R6 Finance

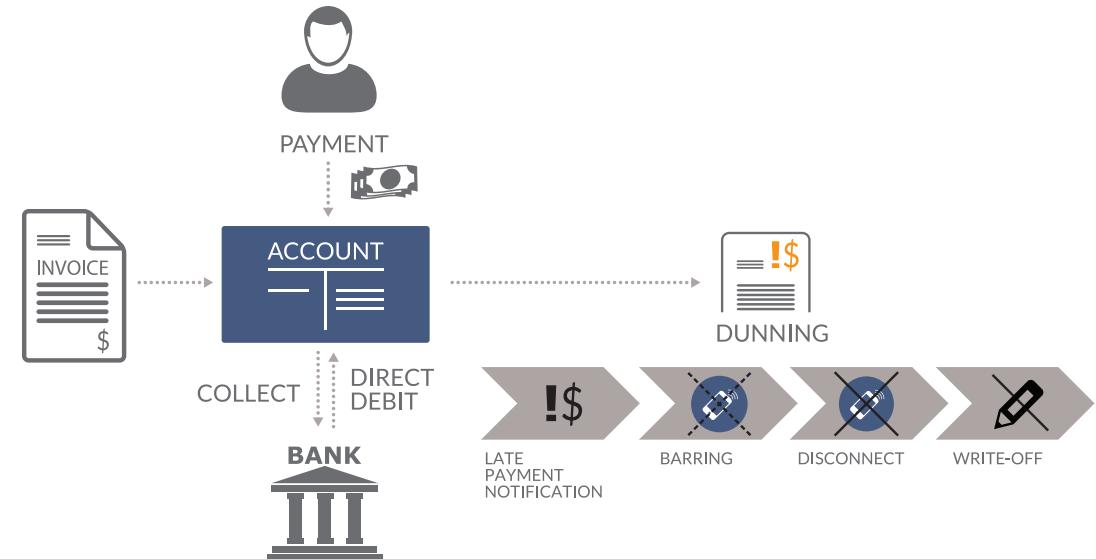
Efficiently manage and control your cash-flow

A major issue for service providers is the need to reconcile invoices and payments across substantial customer bases. Unwieldy Financial Management Systems that are not integrated and automated are extremely inefficient, resulting in higher operating costs, dissatisfied customers, reduced profits and depressed cash-flows. Infonova R6 Finance, covering Receivables Management and Dispute & Adjustment Management, as well as Collection Management, gives you the ability to efficiently manage and control your cash-flow, billing, payments and financial reporting.

Receivables Management

Receivables Management handles the processing of your customer's financial transactions and matches these transactions with the invoices issued to them. It automatically triggers or receives payments, assigns payments to customer accounts and invoices, handles payment-reversals or payment-dishonours and triggers refunds.

- Reconciles payments to invoices and triggers collections processes where applicable
- Allows the connection with various payment channels
- Automates and manages the processing of financial transactions affecting your customer's financial accounts
- Matches transactions with the invoices delivered to your customers





Dispute & Adjustment Management

Dispute & Adjustment Management provides the necessary functionality to identify, track and assign an appropriate final dispute settlement to contested charges. Therefore, when a customer questions a charge, your account representatives can work with the customer to resolve it as quickly and easily as possible.

- Disputes can be raised on a single invoice line item, a group of line items, on all charges related to an offer or on all charges listed on an invoice
- Open disputes are handled by Case Management and allow adjustments to be made
- Disputed amounts are excluded from the overdue balance so as not to affect Collection Management processes

Collection Management

Collection Management handles your customer accounts that have outstanding balances. The collections module holds detailed account balances and uses this information to initiate and manage a collections process or strategy path to initiate payment of the outstanding balance. It allows each account to be managed individually using a configurable set of policies that are automatically monitored by the system.

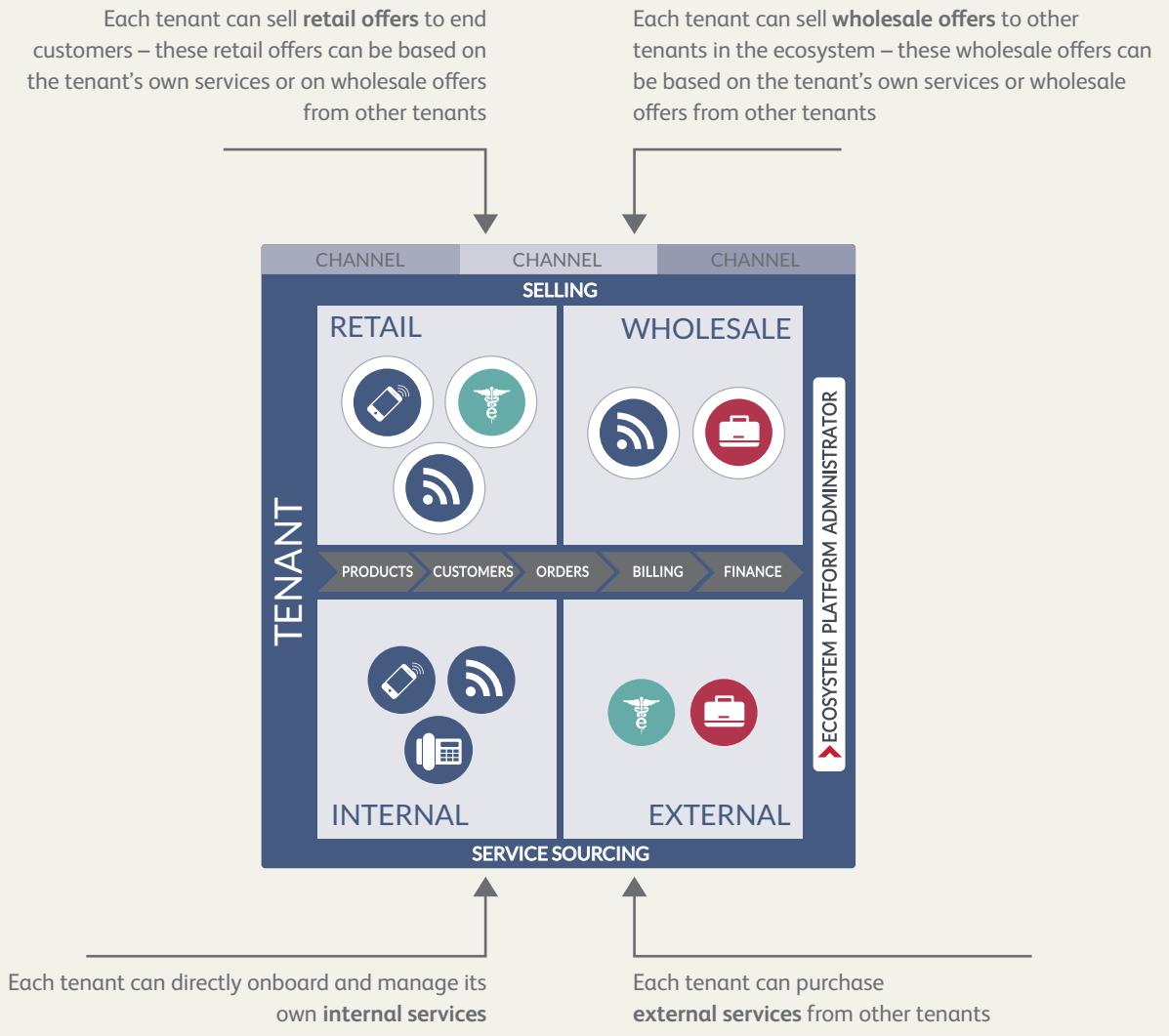
In this context the system provides the capability to configure each dunning path, enabling more flexibility in the timing and type of activities used to handle the entire process: from dunning, to the point of write-offs and closing accounts.

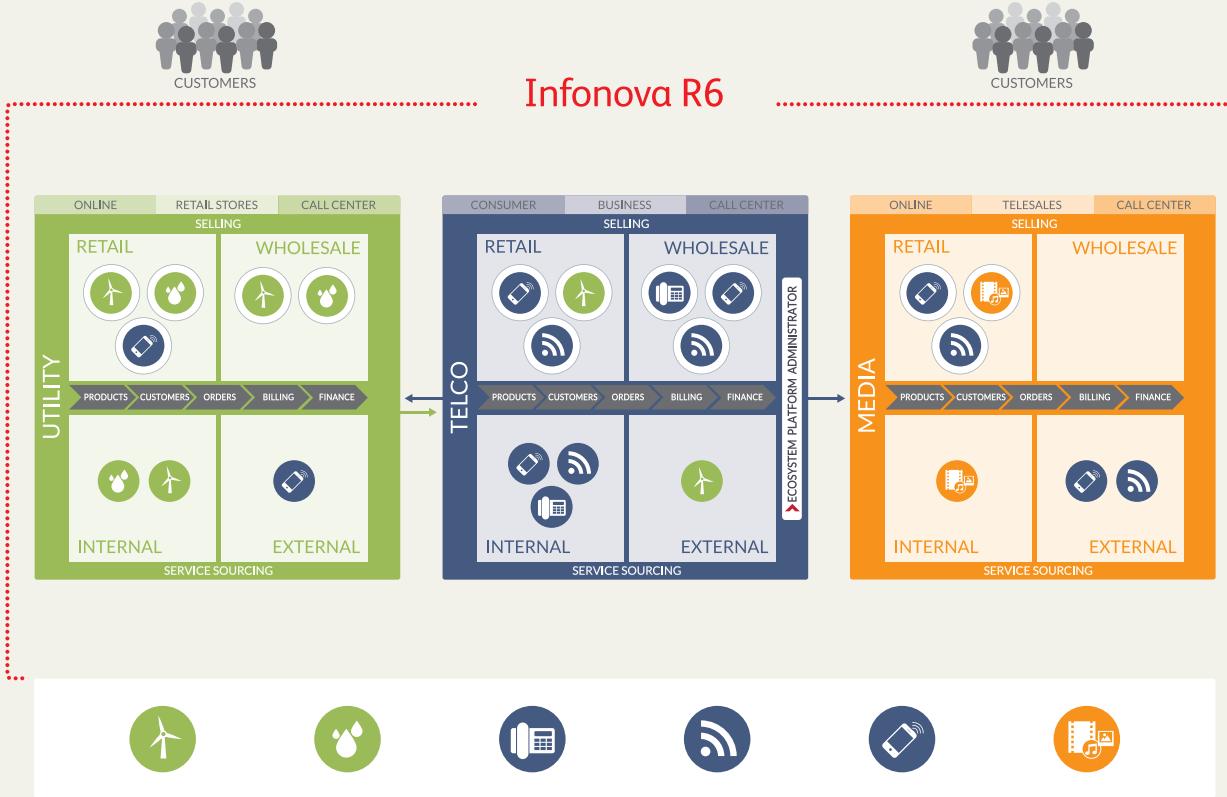
- Collection Management incorporates the ability to configure each dunning path, enabling flexibility in timing and type of activities in that path
- Once the dunning cycle is activated, the account is continually monitored to determine and take relevant next steps in the collection process
- Throughout the collection process, various changes to the account occur based on rules that are defined in the process: e.g. credit rating changes, barring of certain services, and in worst case scenario, service disconnection
- Settlement negotiation can be undertaken to set up a payment plan to take a certain customer out of dunning before the complete debt is settled

Infonova R6 Multi-Tenancy

The unique architecture of Infonova R6 allows it to run multiple tenants on a single platform, each having access to the full range of R6 functionality including service design, catalogue & order management, CRM, billing and financials.

The tenants can not only operate their businesses individually but are also able to interact with other tenants on the platform by making services available to each other. This enables an ecosystem of partners cooperating and provides support for industry-specific and cross-industry business models.





Infonova R6 allows multiple independent business models to run in parallel and supports multi-level hierarchies of tenants – Infonova R6 unleashes the potential for a multi-layer value fabric.

This example shows a communication service provider acting as the ecosystem platform administrator, providing a full concept-to-cash “BSS as a Service” to a utility and a media company.

- The CSP is cooperating with the media and utility companies by making its services available to them as wholesale offers – this enables the media and utility companies to bundle the CSP’s services with their own services
- The utility company is also exposing its services to the CSP in order to allow the CSP to combine them with its services – therefore a bi-directional business relationship exists between the CSP and the utility company

The platform not only enables each party to monetize its services in its retail business, but automatically provides revenue allocation for the wholesale relationships between the various parties.

Infonova R6 Platform & Business Management

Enhance operational efficiency and successfully manage your business and partners

In the digital age, opportunities to grow the business and create new customer value extend beyond traditional enterprise borders and into the value creation ecosystem. Therefore enterprises not only need to successfully manage their own business processes, but also need to develop the capability to collaborate successfully with partners and suppliers across the digital business ecosystem through the use of technology. R6 Platform & Business Management gives you the capabilities needed to efficiently operate and manage your business and to successfully collaborate with your partners in the digital ecosystem, thereby enhancing the operational efficiency of your organisation.

Supplier & Partner Relationship Management

Infonova R6 enables an ecosystem of partners that collaborate in various business models (B2C, B2B, B2B2X) including partners acting as service suppliers (i.e. entities that provide services and make them available in the ecosystem), as well as partners that act as service sellers (i.e. entities that sell services to their customers). R6 Supplier & Partner Relationship Management (SPRM) provides the capability to deal with all partners (suppliers, service providers, channel partners etc.) and their services in a contractual way. It allows for revenue sharing, discounting and multi-party settlement for every party involved in value creation. It enables all ecosystem partners to monetize the different digital services business models and efficiently manage their supplier and partner relationships.

Channel Management

Today, delivery via different channels is imperative for nearly every service provider. Infonova R6 enables retail and wholesale operations and supports multiple channels to market, such as field sales, telesales, online, retail stores and channel partner sales (i.e. dealers, resellers and affiliates). Infonova R6 Channel Management enables you to set up sales channels of your choice and allows a selective exposure of product offers via different channels, enabling products and services to be made available for use, or consumption by your consumers or business customers.

Workflow Management

Faced with the pressure to bring revenue-generating products, services and bundles to the market quickly while keeping operational costs low, organisations are striving to improve their business processes and workflows. Infonova R6 Workflow Management enables you to handle and automate all process steps associated with your business processes. It helps you implement and manage agile business workflows.

User Interface

Empowers your team to work smarter

The UI of Infonova R6 is a user-friendly interface designed to empower your front & back office team to work efficiently. It is the essential point for interactions between your team and Infonova R6: whether for customer service representative (CSR) activities, product management, platform administration or billing management taking place in Infonova R6.

The UI is specifically designed and built to cater both to the casual user who only occasionally interacts with Infonova R6, as well as serve as a workhorse for CSRs who use it daily. It accommodates users' goals and provides the information and tools they require to complete their work processes efficiently and effectively.

Unbilled Usage:

Mobile 500	€ 542.23
Broadband Internet	€ 0.00
Home Phone Anytime	€ 0.00

Financial Activity:

Customer owes us:	€ 229.00
Invoice 693280319	€ 229.00

Allowances & Limits:

Allowances	500MB Data Allowance	358.34 MB (of 500 MB/mo)
	500 Minutes Allowance	500:00 Min. (of 500:00 Min.)
	Unlimited data allowance	2.31 GB (of 100 GB/mo)
	Unlimited calls to local and nat...	42:59 Min. (of 10000:00 ML...)
	500 SMS Allowance	217 (of 500/mo)
	30 Minutes National Mobile	00:00 Min. (of 30:00 Min./...)

Activities:

- 12 may Order 134: Modify (Completed)
- 12 may Dispute raised
- 12 May Ticket 264709 opened: Bills, charges or payment
- 22 apr Order 94: New (Completed)

Offers:

- Home Phone, Broadband Internet and Mobile
- Home Phone Anytime
+43 316 8003 2118
- Broadband Internet
andreas.gabriel@infonova.com
- Mobile 500
+43 664 8161888

The UI can be easily adjusted to accommodate your business needs, whether it be basic changes to fonts, colours and images to match your CI, or a custom widget to display data for a specific use etc.

Built using frameworks and libraries that are widely used in the industry and proven for large installations, the UI can handle large amounts of data, but works equally well for small installations.

The UI of Infonova R6 provides you with a consistent and efficient working environment for your team, business and integration partners and empowers them to work smarter.

- ▶ INTUITIVE
- ▶ SUPPORTIVE
- ▶ EFFICIENT
- ▶ TRANSPARENT

Infonova R6 Integration Framework

Minimise integration cost and complexity and maximise speed

Service providers are increasingly under pressure to include next-generation services in their product portfolios to boost revenue and profit margins. Time-to-market and efficient operations are key requirements and depend on a robust and streamlined integration with multiple systems. Two critical factors are the speed at which integration needs to be delivered and the necessity to do it at a minimal cost. A fundamental precondition for such an ambitious goal is a powerful integration platform.

The Infonova R6 Integration Platform is an Application Framework based on Java EE technology which increases business flexibility through its service oriented architecture and the encapsulation of industry standards like RESTful APIs and a BPMN workflow engine. The modular, multi-tier architecture of Infonova R6 allows for easy integration and localisation of the end-to-end functionality in order to adapt Infonova R6 to your business requirements. Modern open source technology in combination with a system architecture that is designed for extensibility and adaption provides a powerful and flexible integration framework.

Security

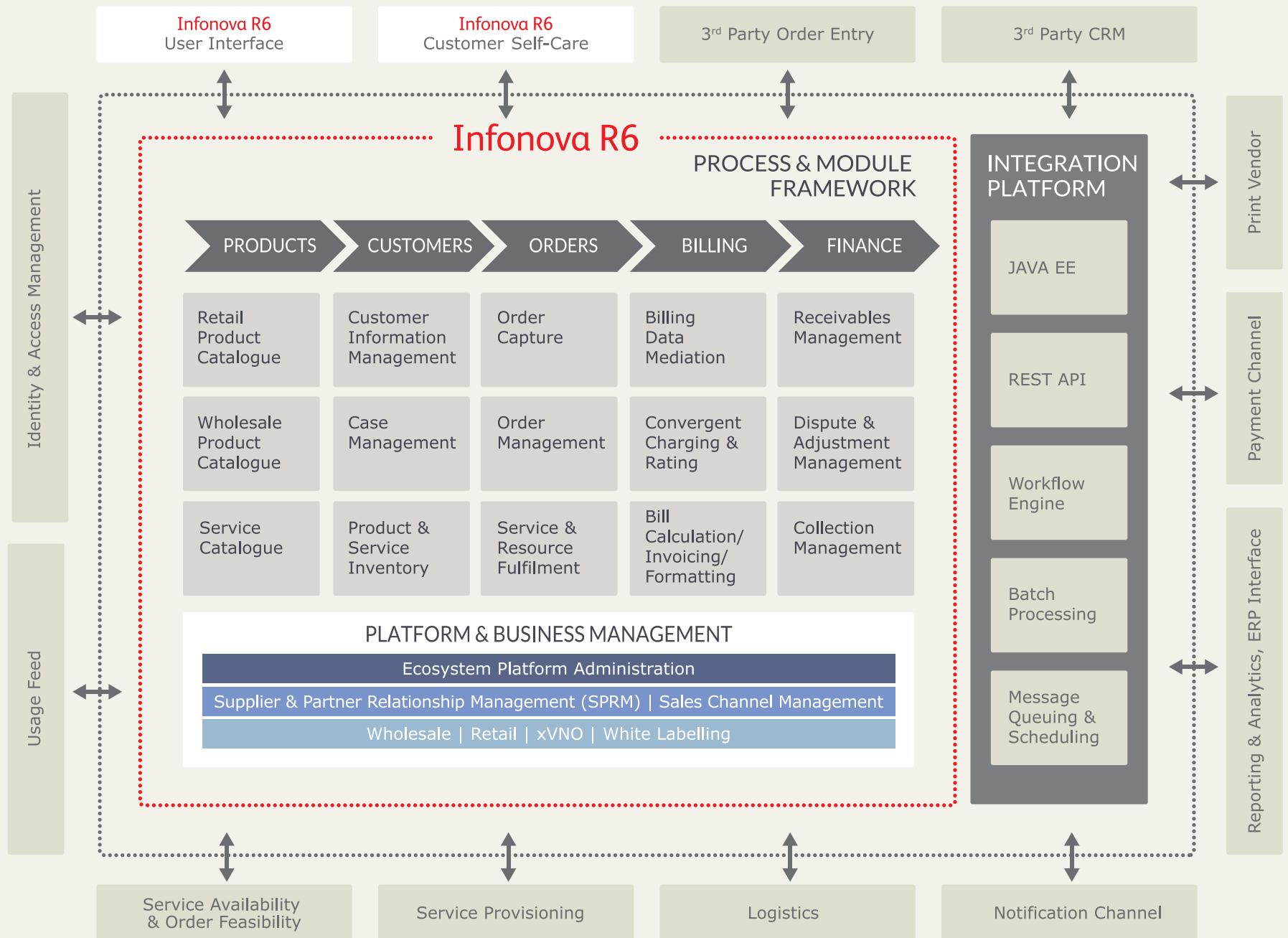
Protect your business data

Application and data security are crucial to protect your core business data, especially in an environment where multiple partners operate on a single platform.

Infonova R6 delivers end-to-end security in the front-end, business logic and data layer:

- The user interface conforms to OWASP standards and uses transport layer security to encrypt messages between the authenticated parties
- Authorisation based on configurable roles is enforced across all business functions and APIs in order to inhibit unauthorised access
- User credentials are stored using a secure, salted password hashing algorithm that prevents attackers from revealing the password
- Data access is protected by Oracle Virtual Private Database technology that enables row-level security in order to separate data of multiple tenants in a single database

Security is verified in every stage of the development process using manual and automated testing practices and tools.



Sample of Infonova R6 Customers & Quotes



“ We have selected and trust in Infonova and R6 as this platform enables us to be prepared for the current as well as future requirements of the market.
We plan the expansion of our business with existing as well as new partners, in order to be able to always submit an ideal product & service offer to our customers.
R6, as the central system of all our business processes, will optimally support us in delivering this objective ”

“ Infonova R6 has always been our first choice. The platform not only provides real end-to-end coverage of the full value chain of our customers but also comes with out-of-the-box processes which are functional from day one ”

“ We were looking for a product that replaces our legacy system in the shortest time possible. We selected Infonova’s R6 platform which recently went into operation successfully in a big bang scenario, so without a transitional period.

R6 is an innovative and easy to use platform that provides us with the flexibility to quickly launch attractive offers for our customers ”

“ With the R6 platform we now have the ability to deliver and monetize an exciting range of next-generation and high-value services that VNOs are seeking for their customers in the multi-sided business model context ”



LIBERTY GLOBAL





Infonova R6 is TM Forum Frameworkx Conformance Certified

Infonova R6 is aligned to the business process and information models found in Frameworkx and mapped to the TAM blueprint, thus enabling the efficient and effective business processes that are necessary for innovative digital services and multi-partner ecosystems of the Digital Economy

Analyst Viewpoints

<p></p> <p>ANALYSIS MASON</p> <p>“ ...R6 at eircom... eircom deployed the new platform successfully, beginning service within a year of program launch. The value from the transformation project has exceeded eircom's expectations.</p> <p>It now has a platform for the future that supports current and future needs, including wholesale/retail, complex multi-play offers, quick launches of new products, multi tenanted offerings and digital economy services... ”</p>	<p></p> <p>Stratecast FROST & SULLIVAN</p> <p>“ ...R6 is unique in its ability to deliver a fully realised business management and partner orchestration suite, with a CSP billing and customer management solution at its core to address the unique needs of the growing Cross-Industry 2.0 movement... ”</p>	<p></p> <p>OVUM</p> <p>“ ...Infonova's R6 platform should be considered by any organisation looking at business support systems... ”</p>	<p></p> <p>STRATECAST</p> <p>“ ...R6 is a good example of how to address business concerns from a single platform... It is designed to work with multiple suppliers, partners and tenant operators that add value to the service offerings delivered to consumers and enterprise customers... ”</p>	<p></p> <p>YANKEE</p> <p>“ ...We believe Infonova R6 is well positioned to partner with CSPs to evolve their BSSs... ”</p>
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BearingPoint specialises in providing technology and business-oriented products, solutions and services to telecommunications and convergent industries.

Infonova R6

Infonova R6 is a Digital Ecosystem Management Platform with multi-tenant concept-to-cash BSS capabilities at its core. Infonova R6, which is TM Forum Framework certified, supports organisations by providing effective business solutions needed for the creation, delivery and monetization of innovative digital services and multi-party ecosystem management. Infonova R6 has been implemented for fixed line incumbents, global tier 1 & tier 2 providers, multi-national ICT providers, cable TV, mobile 'MVNO' bureau, utilities and content players supporting both industry-specific and cross-industry Digital Economy business models.

For more information please visit www.infonova.com

STREAMLINE YOUR BUSINESS



- Full end-to-end concept-to-cash BSS for any technology or service
- Automated revenue allocation and partner settlement
- Intuitive user interface for 360 degree business management
- Rapid platform deployment



GROW YOUR BUSINESS

- A powerful enabler for B2B, B2C and B2B2X business models
- Monetize industry-specific and cross-industry digital economy business models
- Fast time-to-market for product and service bundles from different providers



FUTURE-PROOF YOUR BUSINESS

- On one platform
 - operate different brands and business segments
 - manage diverse customers, partners, products and services
- Powerful integration framework



BearingPoint
Seering 6
8141 Premstätten
Graz, Austria
T +43 316 8003

www.infonova.com

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