Cadebill

Billing, OSS, Routing and Business Management Solutions

for

Telecom and Utility Providers

Cadebill is a software platform for Telecom Operators, Internet Service Providers, Cable Operators, and Utility companies of all sizes.

Cadebill can be implemented to any telecom operation such as Telecom Interconnect Carrier Operations, Landline operators, Cellular operators, 3G services, MVNOs, cable services, ISPs, power, water, sewage, home security and other utility operations. With a single platform that caters to all operations, convergent billing for all types of services is inherently built into Cadebill.

Cadebill provides a complete telecom billing, business and operational management solution to cater to the functions of Billing, Customer Care, Cost Management, Provisioning and Service Fulfilment, Inventory, Least Cost Routing, Wholesale Interconnect Carrier operations, Operational Support (OSS), Customer Relationship Management (CRM), Sales Force Management and many other telecom operational specific functions.

Cadebill is a flexible programmable software platform that allows for rapid solution deployment by setting up business models, templates, data and rules. Cadebill is a open system with database APIs and web services APIs for easy integration with internal and external systems. The architecture of Cadebill provides the least time, low budget and less resources to setup and modify the system, thus providing fast time to market with lowest Total Cost of Operation (TCO).
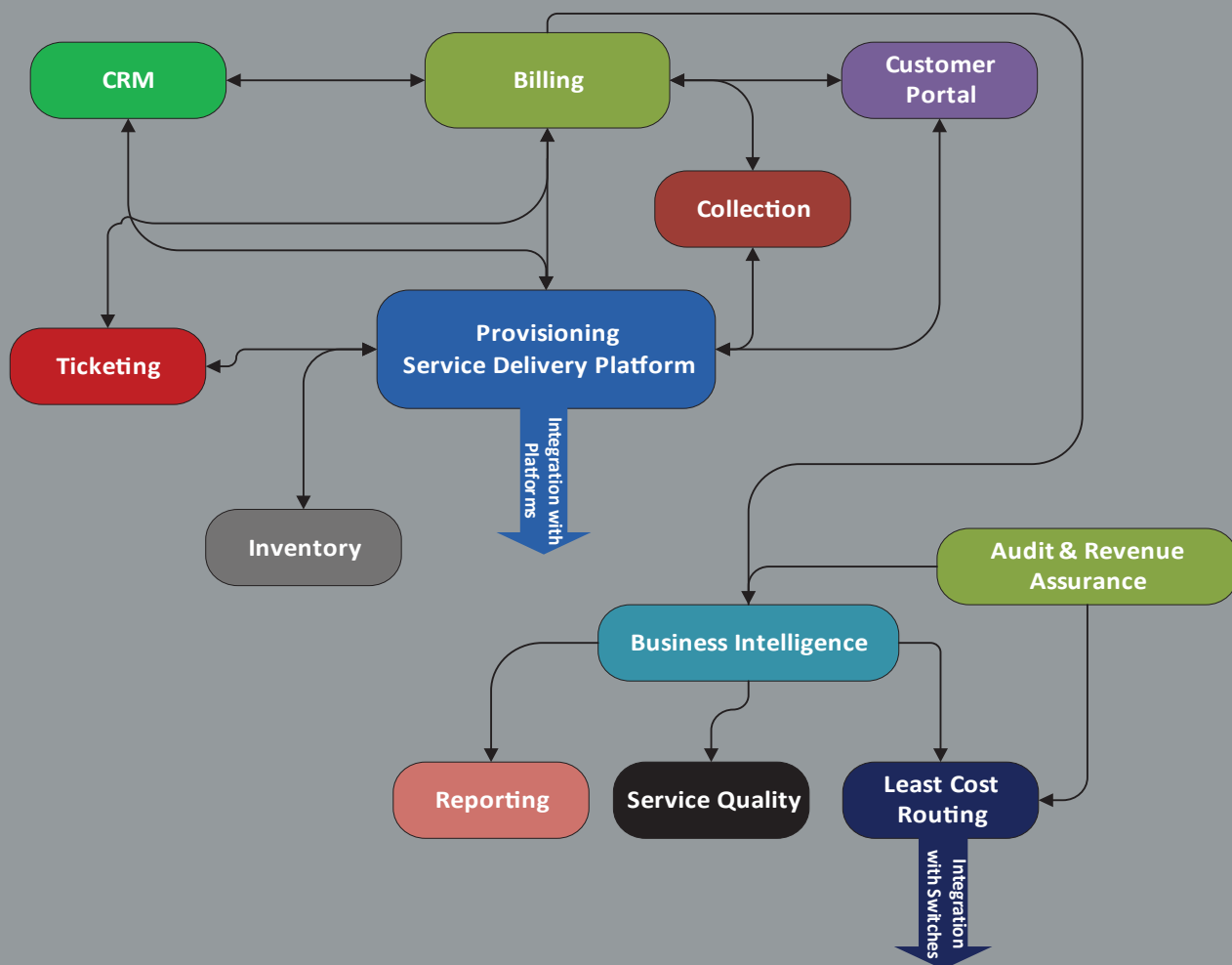
Cadebill - Telecom Business Functional Areas

Billing

Catalog Management provides dynamic setup of products, services and packages for an operation. This feature facilitates rapid setup of new products and quickly offer to your customers in the competitive marketplace.

Rating Engine provides easy setup for user definable rating structures, methods and parameters for calculation of recurring charges and usage based charges.

Rating Engine handles CDR, UDR, IPDR, and event processing from any switch or data source, with a programmable setup of rule driven templates. The scalable rating engine can process very large volumes of calls from multiple switches and gateways in near real time.

Cadebill provides convergent billing for all products and services in one single bill. All recurring charges, usage based charges, service charges, support charges, one time charges, financial charges, shop supplies and other charges can be presented in a single bill.

Customer information is collected and securely stored for billing the customer accurately, such items as: customer addresses, products and services offered, rates, discounts, promotions, contracts, taxes, billing cycles and other customer preferences.

Customers can be billed on any cycle and invoices can be sent out in any customer desired format. Cadebill provides for building multiple invoice formats.

Customer financial accounting provides customer ledger, receivables and exposure reports. Integration with external financial systems is available through APIs.

Multi-provider billing allows for providing services through value added virtual network operators.

Customer Care

Customer satisfaction results from accurate billing, Electronic Bill Presentment and Payment (EBPP), self service provisioning changes, quick resolution to billing inquiries and service troubles. Cadebill provides all the functionalites for the highest customer satisfaction.

Customer Portal

Cadebill provides a secure web portal integrated with real-time information from the billing and provisioning systems. Customers can view invoices on demand, pay for the services with a credit card or use their bank account, with automated payment schedules.

Self Provisioning

With hosted services such as email, hosting, unified communications, and smart phones – end users require a web based method for addition, suspension or change of services in a real time manner. Cadebill integrated provisioning in the Customer Portal provides service modifications on demand, securely from anywhere at any time.

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Ticketing

All customer inquiries for billing, service troubles, service fulfilment and any other needs are ticketed and each ticket is routed though a workflow process to the appropriate team to provide resolution. Customers can view the resolution on the tickets in the customer portal.

Revenue Assurance, Cost Control and Cost Management

Managing the cost of the telecom operations, increasing profitability, and fraud prevention are important for a company's survival. Cadebill Vendor Management and Auditing provides complete control on your suppliers and partners. Periodic recurring costs such as circuit costs, and usage costs such as call level costs are calculated and compared with vendor bills. The discrepancies are disputed and reconciled through a reconciliation mechanism.

By calculating the cost of every service provided and comparing it with selling price of the service, the gross profitability is determined, which provides the basis for a sound financial operation.

Operational Support System (OSS)

### Provisioning and Service Delivery Platform

For successful provisioning of a customer service, multiple entities - switches, circuits, routers, gateways, out sourced services, people, processes, tools, policies, security, and the billing system - have to work in harmony with each other with automated flow of information. A disconnect between any of these elements results in delays, high costs and reduced customer satisfaction.

Cadebill provides a Business Process Management (BPM) workflow solution to connect people and systems to provide a sequential automated/controlled flow such that a customer order is provisioned in a fastest manner with full security and accountability. Cadebill Provisioning fully automates the provisioning wherever open APIs are available with the provisioning platforms. Billing information is automatically updated after provisioning completion, thus providing complete integrity between provisioning and billing.

Cadebill provides a general purpose provisioning solution and a variety of platform specific plugins to link the billing system and networks. A programmable platform provides a custom development interface to rapidly integrate with any new platform.

With automated and flow through provisioning, end users can do self provisioning of the features at the on demand.

A complete automated flow through process is achieved with an Order Entry-Provisioning-Billing process flow. The fast activation and service fulfilment cut your costs, speed service delivery and increase customer satisfaction.
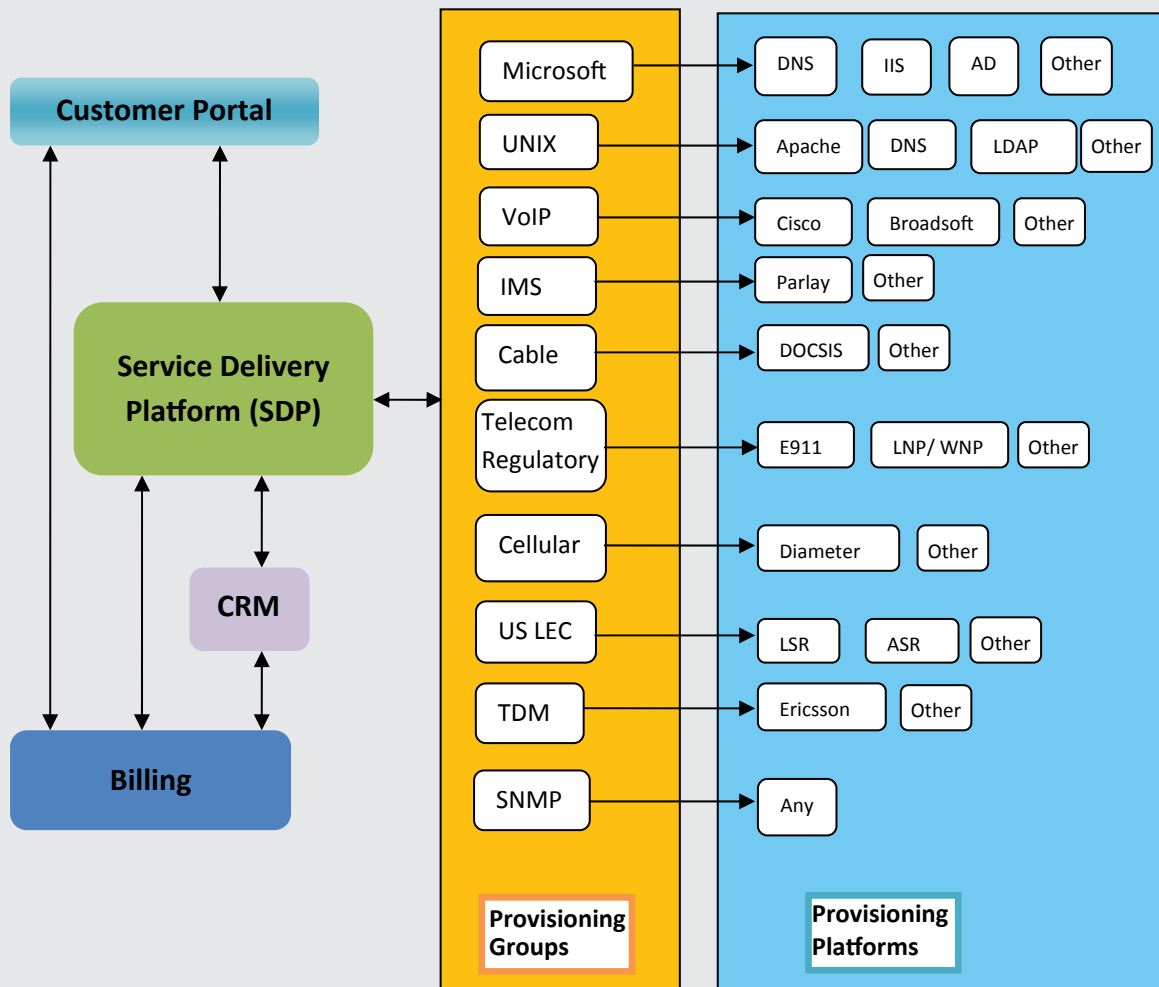
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Cadebill Convergent Billing, Order Management and Provisioning Architecture

Scheduler

Cadebill Scheduler is a back office job scheduler and job executor. A variety of recurring and automated programmatic actions are continuously executed round the clock with no supervision.

Task Management

A telecom operation has several back office processes and tasks. Different teams and systems have to work together in a collaborative manner to accomplish these series of tasks. This may be customer trouble tickets, manual provisioning, working with external vendors and partners. Cadebill eTask module provides a process oriented workflow to manage every task to a full completion. eTask is a comprehensive software platform to create and manage tasks, workflow processes, forms and fields, and for integration with other systems.

Inventory

Cadebill Inventory module provides inventory management functions for all network and hardware items such as IP addresses, phone numbers, routers, gateways, circuits, etc.

The integrated solution with Cadebill Scheduler, eTask, Inventory and Provisioning and Service Fulfilment together provides a comprehensive OSS solution to any operation.

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Financial Analysis

A healthy operation is measured by the financial metrics. A balance between revenue and profit is key to the long term survival of an operation. Cadebill provides a real time view of revenue, cost of the revenue, profitability, and performance by products, company divisions, line of business and other dimensions. Cadebill Financial Analysis module provides the Business Intelligence (BI) into the fiscal condition of every dimension of the business on a daily or historical basis.
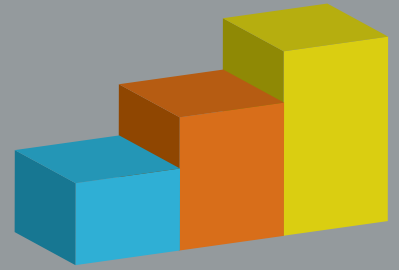
Customer Relationship Management (CRM)

Marketing, Sales and Support are the core activities for CRM. General purpose CRM solutions have no understanding of telecom business and do not have the interaction with the telecom billing system's catalog of products, rates, contracts, setup fees, etc. It is essential to have an integrated telecom specific CRM solution so all speak the same language and terminologies without data duplication and inconsistencies.

Cadebill CRM provides an integrated solution with the billing system that uses data from the billing system such as, contact information, product catalog, rates, contracts, historical revenue, profit, SLA and any other available information. A built-in workflow process designer allows your company specific process flow to be implemented for marketing and sales processes.

Cadebill CRM is an integrated flow through solution from generating a prospect to complete setup of a customer, including network provisioning and the billing system in an automated manner.

Sales force incentive compensation is tied to customer billing and payments. The sales force is automatically compensated based on billed revenue or collected revenue either on a one time basis or on a recurring basis, on your company specific incentive plan. Cadebill provides full financial accounting of sales force compensation.

Supporting the existing customers on the technical and business related issues is an ongoing need. Cadebill ticketing module provides the ability to create a ticket and track it through completion with a workflow process as designed for each type of ticket. Every ticket is tracked through the completion with all information and communications stored for each ticket.
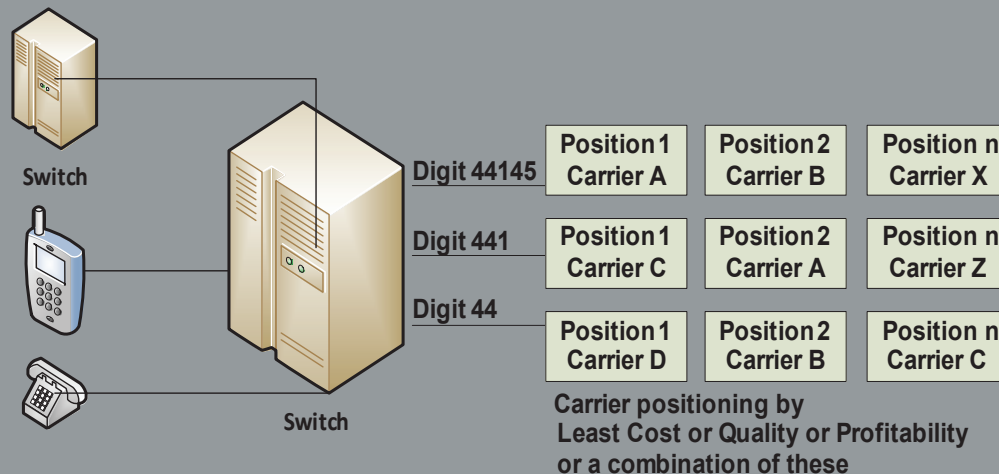
Security

Security of an enterprise system such as billing and provisioning and to protect customer privacy is vital. Cadebill Security provides user level security and allows setting up of users with variety of access privileges. An audit trail of user actions is also available.

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Call Routing

In interconnecting with other carriers for call termination, routing the calls to the vendors with low rates and good quality is a core necessity. Cadebill provides an optimized call routing solution with several methods: Least Cost Routing, Digit Level Routing, Quality Based Routing, Profitability Based Routing, No Loss Routing, Capacity Based Routing, Multiple Switch Routing, North American LNP Aware Routing and a combination of any of these methods. Cadebill has sound algorithms to provide in depth routing to balance cost, quality, revenue and profitability.

The calculated routing results are then automatically uploaded to the appropriate switch in your network, using switch specific interfaces.

Switch

Switch

Digit 44145	Position 1 Carrier A	Position 2 Carrier B	Position n Carrier X
Digit 441	Position 1 Carrier C	Position 2 Carrier A	Position n Carrier Z
Digit 44	Position 1 Carrier D	Position 2 Carrier B	Position n Carrier C

Carrier positioning by Least Cost or Quality or Profitability or a combination of these

Carrier Billing

Interconnect carrier billing has its own complexities with constantly changing rates, destinations and digits. Bilateral commitments, swaps, volume commitments and other agreements introduce additional complexities in billing and routing. Cadebill Interconnect Billing provides a complete solution to manage all the complexities.

Carrier Buying and Selling

Interconnect wholesale carrier business involves continuous adjustment to selling breakouts, digits and rates. Cadebill destinations management has extensive capabilities to manage the breakouts and digits with full integrity.

Cadebill Smart Rater module provides the features to make additions and changes to rates. The digit and rate changes are automatically sent out to the customers by email and fax, in any notification format.

Cadebill Vendor Rates Import module facilitates rate and digit import from any vendor in any format provided by the vendor.

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Service Quality and Quantity Management

Consistent top service quality differentiates the leader from the crowd. Constant monitoring of the quality and the volume quantity indicates the underlying pulse of the service provided, customer satisfaction and company health. Continuous monitoring of qualities and quantities of all services and taking a proactive approach in resolving any issues is the secret of any successful business. Cadebill Service Analysis module continuously monitors the quality and quantity, performs analytical processing (OLAP) and provides the Business Intelligence (BI) to compute the Service Level Agreements (SLA) provided to the customer and received from the vendors.

Hosted or Licensed Solution Models

Cadebill is available either as hosted (SaaS) model or licensed model. Either model may fit your operation depending on the size and the scope of your operation.

The hosted solution can be setup in your servers at your location or in our secure data center. For a startup or small operations, hosted solution at our data center provides an exception value with no upfront capital expenses.

A Comprehensive Solution for Any Size

Cadebill is a scalable solution and is appropriate for companies of all sizes, from startup to very large operations.

Cadebill is modular in nature and you can choose specific modules suited to your company operation.

Cadebill is an open solution that allows full integration with other external systems and telecom platforms.

Cadebill is a comprehensive solution to manage all areas of a telecom or utility business, eliminating multi-vendor solutions. This reduces the risk of multiple systems, decreases the total cost of ownership, and operates in a very lean and productive environment.

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