

A Smarter Billing System

Infozech enables a South African multi-play services provider to reduce cost and increase efficiency with its comprehensive billing system.

The customer is a South African venture that has rapidly become the pioneering broadband and multi-play (voice, video, data, DSTV and VAS services) services provider in Africa, connecting 6,000 homes and businesses across the country. Its industry-leading solutions are specifically designed to meet the high performance requirements of its fast-growing customer base.

Challenges

The customer offers converged multimedia and telecommunications service solutions to the residential and commercial sector, and was looking to offer multi-play services to 'gated communities'. The services were to be offered to the following market segments:

- Residential market
- Enterprise market
- Hospitality market
- Individual
- Head of Association (HOA)

The customer was looking for a converged billing system that would support the billing of multi-play services (voice, video, data, DSTV and VAS services), and a vendor who could work closely with them as their requirements continued to evolve.

The key challenges for the business support system included:

1. The customer required a comprehensive billing system that would support the billing of both prepaid and postpaid customers.
2. It required a voucher management system that could generate and manage vouchers for customers.
3. Business processes which were not in place had to be defined, set up and institutionalized.

4. The solution needed to be flexible so that it could be easily integrated with the third-party system.
5. The customer had a very short time span to roll out services—only 2-3 months.

Why Infozech

Infozech provides end-to-end business support solutions with enhanced functionality for telcos. The company has built an edge in the market, based on its strong client focus, mature customer deployment and support processes, demonstrated delivery and customer support capabilities, and skilled personnel. Infozech built a good relationship with the customer to give customer confidence on Infozech's delivery capabilities and hence it approached Infozech. Infozech offered a solution that was cost-effective, business-centric and offered great value. In addition to this, Infozech guaranteed close involvement, with extensive handholding, training, and support.

Solution

Infozech offered its Business Support System to help the customer launch its multi-play services for multiple communities. The solution allows the activation of customer's inventory management, provisioning of services, unified rating, real-time charging, billing, invoicing, customer management and third-party integrations. Infozech migrated all the legacy data onto the new system.

Infozech built this solution using multiple components that are standalone solutions. These are:

- **eBill** is a single platform which manages the billing of Multi Play Services for both prepaid and postpaid customers.
- **iRater** allows rule(s)-based rating of complex and dynamic product portfolio.
- **VoMS** is a solution for prepaid voucher management and an eTopup system.

The solution included the following additional features:

- Billing customer hierarchy
- Audit trail and reconciliation reports
- Multiple bill charging units

- Seamless integration with the third-party system, voice, accounting, and payment gateway

Benefits

The customer achieved the following benefits from the Infozech solution:

- **Minimized revenue leakage:** The billing, rating and reconciliation capabilities of the solution minimized revenue leakage.
- **Reduced operational cost:** This deployment reduced the number of the customer's billing systems from nine to one, and lowered operational cost.
- **High efficiency:** The customer's billing and settlements cycle times have been significantly reduced. The billing system was seamlessly integrated with PASTEL, an accounting system. This results in easier flow of information and higher efficiency.