

SERVICES UMBRELLA

BUSINESS PROCESS MANAGEMENT

BPM strategy and jumpstart, BPM analysis, BPM implementation and BPM optimization

Custom Application Development

Solution and Platform development, Legacy transformation and migration, Enterprise Application Integration (EAI)

Microsoft Services

Enterprise portals (Sharepoint Server), Migration Service

ERP Implementation- Infor Bann

Financial Management, Asset management, CRM, SCM, Open SOA

Telecom Solutions

Billing Solutions, Self Care Portal, Revenue Fraud Management Solutions, Online Billing and CRM Solutions, BI Solutions.

Telecom Billing Expertise

- Strategy & Solution Architecture
- Billing System Integration
- Implementation and Support
- Process Automation
- Convergent Rating & Billing
- Retail Billing (Pre-paid & Postpaid)
- IP Billing
- Inter-carrier and Wholesale Billing
- Unified Billing & EBPP
- Auto Top-up
- Real-time billing



Billing Solutions Telecom

Our experience in the development of a billing product, which has been successfully implemented for service providers across the wireless, wire line and the IP domains, has enabled us to build a strong expertise in developing a ground up billing system to suit the specific needs of a telecom service providers. With revenue leakage over 10% and 60% Calls to call centers for billing information, clients seek a single bill for multiple products.

How We Helped?

COMM-IT has delivered innovative billing solutions and pricing plans, catalog construction and management, pre-paid and post-paid rating plans, aggregation, and subscription based services. Additional core competencies include design and implementation of flexible rating engines, business rules configuration and rules-based business process automation, event and usage data collection, event-based billing, bill rendering, and web-based presentment.

Service Offering

Process, Strategy and Business Analysis: Technology needs assessment, requirements definition, gap analysis, use case modeling, best practice guidance and implementation

Package Implementation: System requirements documentation, vendor statement of work management, architecture design and implementation, software configuration, data conversion, test planning and execution, deployment and operations readiness

Billing Integration: Efficient, streamlined adapter and API development for leading billing and OSS systems plan implementation

Usage Processing: Event and usage data collection, rate-plan configuration, rules-based business process automation, event based billing, bill rendering, and web-based presentment

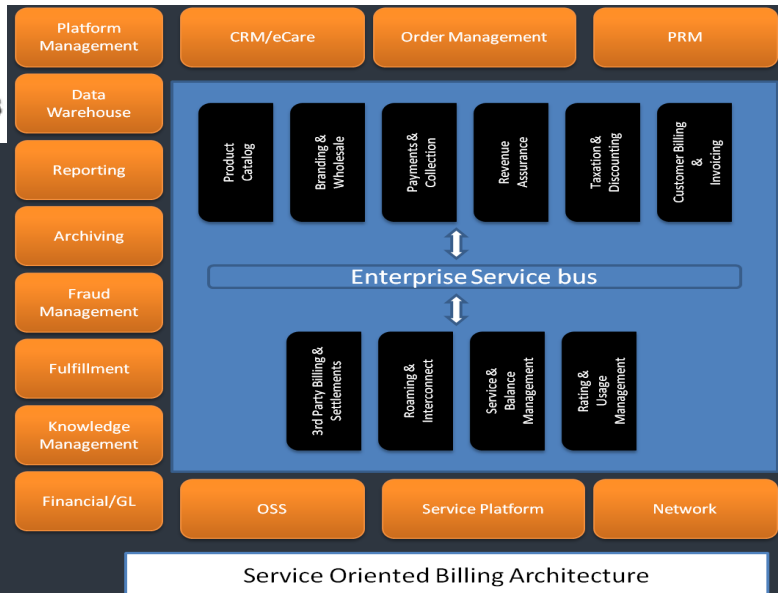
Billing operations: Bill cycle management and monitoring, reconciliations, adjustments, taxation, fraud management and settlement



SOA and Business Process
Business Intelligence
Custom Development Solutions



MTNL LTD.



Value Added Services Billing Solution with CRM Functionality: comprehensive billing and customer support services solutions for various value added services offered through Intelligent Network exchanges (IN) which includes Freephone (FPH), Universal Access Number (UAN), Premium Rate Service (PRM), Virtual Private Network (VPN), Account Card Calling (ACC) and etc. The entire process from sales of these services to service provision, billing and accounting, post connection support can be handled by this solutions.

TeleBox – Group Billing Solutions for Corporate Customers: TeleBox system is similar to the concept of the PO Box system of the postal department. Various Multinational Companies and Big Government and Private corporate have large number of telephone connection spread across multiple locations within a city. Each of these major accounts is allocated a TeleBox Number, which becomes the unique identity of that subscriber.

The system generates a Single bill encompassing the total of all the bills of each telephone registered to that corporate spread across the city. The Customers have the final choice whether they prefer the single bill or require all the bills. The software has various TeleBox management features and financial and MIS reporting.

Bulk Meter Based Interconnect Revenue Settlement Solution for MTNL New Delhi: comprehensive bulk meter based billing solutions for revenue settlement between operators sharing MTNL network. Complete features for access billing, port & Inter-junction billing, roaming billing with customer account manager along Analytics and reporting

Network Utilization Billing Solution (Interconnect Billing): Interconnect agreements are usually bi-lateral arrangements between two Operators to handle each other's calls. Transit calls represent an important stream of additional revenue where there is spare capacity in the network and where the interconnect margin is significant. COMM-IT has been engaged at an early stage in interconnect revenue settlement solution with having provided customized solution specific to Indian Interconnect Revenue Settlement Model. Our customized Interconnect Solution has been running successfully over several years in MTNL and is being used to generate Interconnect revenue settlement bills from CDR data made available in off line in CD's for different operators.

Revenue Assurance and Fraud Management Solutions: Telecom Operators offers varied kind of Premium Rates Services (PRS) under Revenue Sharing mode with Partner which includes Chat lines, Horoscope, Filmy Chat, Telephonic Quizzes, Career Counseling, Railway Enquiry(139) and etc. All these services are offered under revenue sharing agreement basis where in the revenue generated is split between the telecom operator and the service provider with whom the telecom operator signs an agreement. The telecom operator (MTNL and BSNL) on its part has to collect the revenue from the customer making PRS calls.

Specialized Billing Solutions for Customized Package Offering by Telecom Service Provider: COMM-IT can leverage the vast telecom domain experience along with our BPM and customer development services to offered highly specialized billing solution for customized package offering by any telecom operators. One of the highly visible solutions provided by COMM-IT was development of a comprehensive activation, billing and customer management solution for Indian Member of Parliament called MPBS Solution. The Indian Members of Parliament are given various types of free connection viz. PSTN connection, WLL connection, Mobile Connection, Internet connection wherein free calls are permitted to MP depending upon the location. The billing process is quite complex as it involves gathering of information from various states which may have different tariff regimes and taxation