

iPACS Convergent billing

A one-stop solution for multi-play and corporate offerings



Telecom operators today are faced with rapidly dwindling revenues from mobile services due to declining call rates. To combat this situation, operators are now focusing on expanding their cross-product portfolio, to retain market share and maintain organizational profitability, with an increased focus on faster market penetration for products such as mobile, direct-to-home, broadband and enterprise, operators are realizing the need for multi-play offerings and thus needing a true convergent billing capability.

To achieve this, however, operators require emphasis on bundled offerings, flexible discounting rules, cross sell campaigns and a hassle-free customer experience. For corporate customers and enterprises, offering attractive contracts and product bundles is another challenge.

Mahindra Comviva's iPACS Convergent billing solution is designed to function as a single window solution for an operator's billing requirements and a corporate or enterprises' bundled offerings. iPACS enables the operator to replicate existing business rules and plans across various business lines for quick roll outs and reduce re-verification overheads.

Key Features

Support for varied customer offerings including:

- Prepaid solutions
- Post-paid products
- Hybrid offerings

Customer Portfolio Management

- Customer Subscriptions Management
- Customer Hierarchy Management
- Billing Preferences Management
 - Separate bills for products
 - Single bill for all products

Convergent Product Portfolio

- Support for multi-play offerings
- Support for product bundling
- Support for inventory and handset-linked packages and products

Customer Profile Management

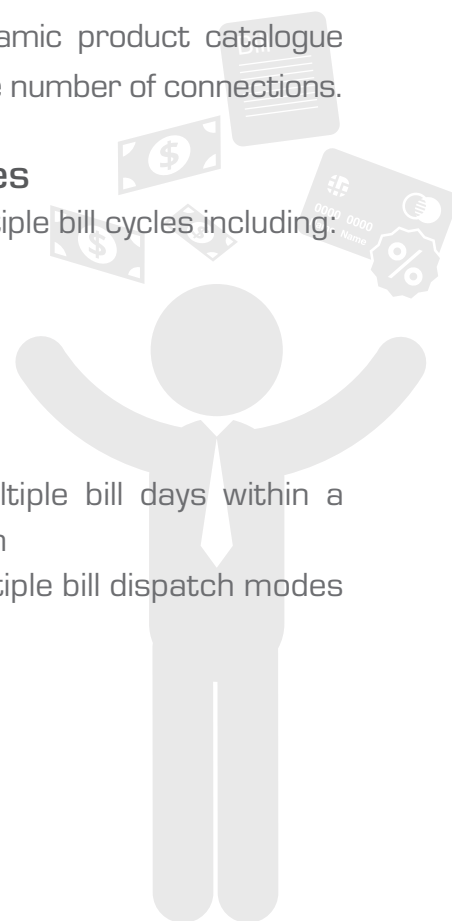
- Customer subscription profile and hierarchy
- Customer financial transaction history
- Customer invoice history
- Change history
- Service usage history

Corporate customer management

- Accounts and sub-account hierarchy management
- Support for COCP, COEP and EOEP offerings
- Support for corporate contracts
- Support for dynamic product catalogue depending on the number of connections.

Bills and invoices

- Support for multiple bill cycles including:
 - Monthly
 - Bi-monthly
 - Quarterly
 - Half-yearly
 - Yearly
- Support for multiple bill days within a particular month
- Support for multiple bill dispatch modes



Discounts and Promotions

- Cross-product discounts
- Up-sell discounts
- Service-based discounts
- Bill discounts
- Special period discounts
- Operator-defined criteria

Tax Management

- A flexible tax framework as per the relevant geography and prevalent tax rules

Revenue Segregation

- GL and RT management
- Revenue reporting

Credit Control and Dunning

- Service and service group-based credit control
- Time-based dunning
- Value-based dunning
- Support for selective service unbarring post partial payment for dunned customers.

Convergent Mediation

- Support for multiple file formats
 - ASN.1
 - ASCII
 - CSV
 - Flat file
- Support for diameter for real-time charging
- Support for re-rating on the basis of
 - The package plan
 - The discount plan
 - The call type
 - The call duration
 - User-defined

Bulk Mediation

- Enable MVNO offerings
- Interconnect CDRs

Roaming and Interconnect

- Partner on boarding and lifecycle
- Partner contract management
- Partner payout calculation
- Partner invoicing
- Partner self-service

Key Value Creators

Increase penetration of corporate customers

iPACS enables the operator to define corporate contracts that may contain customized discounts and product offering rules to add or upgrade their new services and business lines.

Multi-play offerings

Through its flexible catalogue design, iPACS enables the operator to pick and choose from available offers and define multi-play offerings. This is expected to reduce the need for duplicate configurations and facilitate faster rollouts.

Shared accounts

This feature enables the operator to share and balance services across a group of individuals. This is expected to pave the way for personalized-credit control rules per account, thus increasing customer affinity.

Uniform customer experience

iPACS enables the operator to provide a single window for service portfolio management. This also includes payment through a single bill for multiple services.

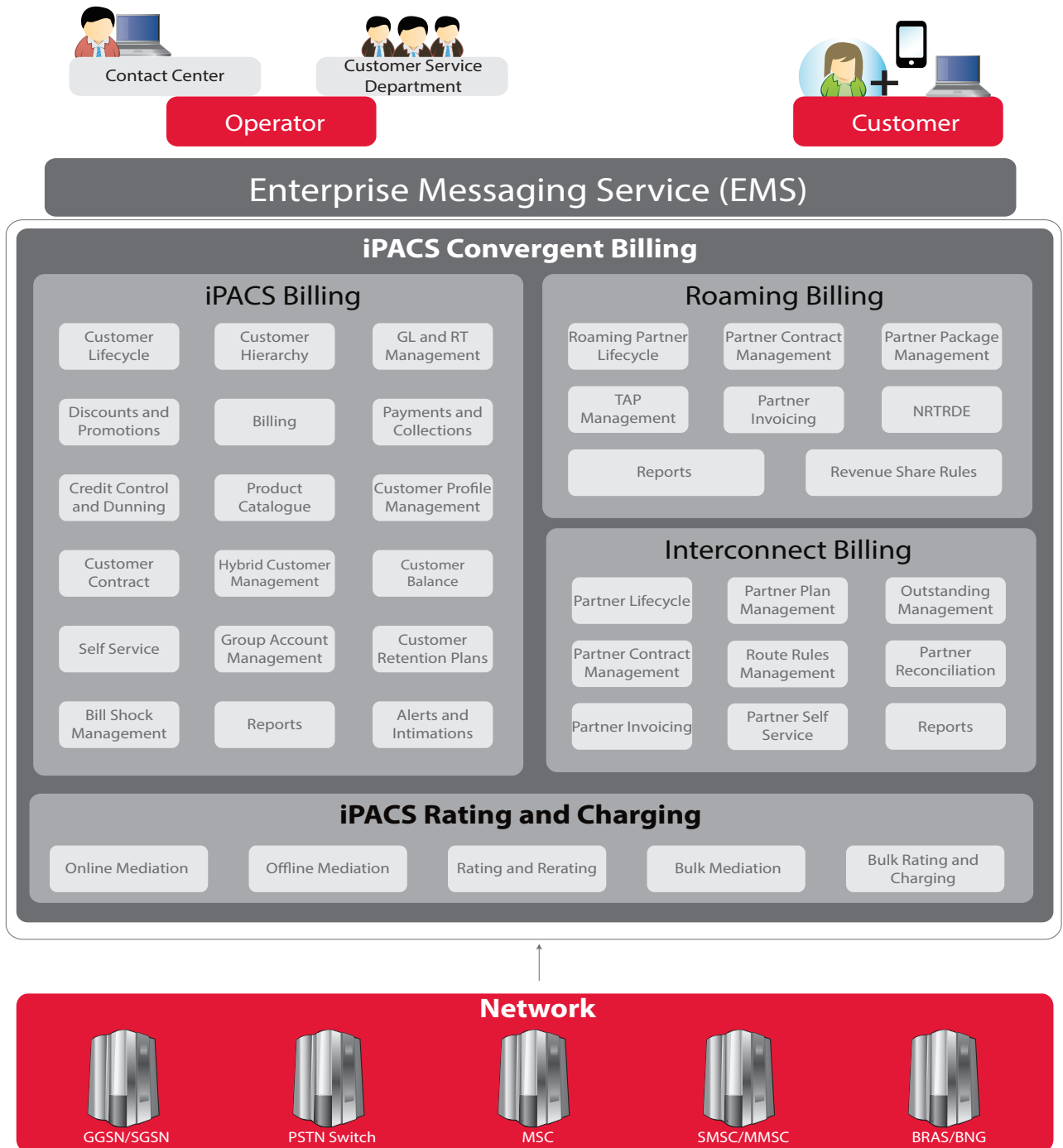
Reduce churn

With its in-built analytics function, the operator can define rules pertaining to churn. Moreover, special plans aimed at customers porting-out of that network can be chalked out.

More service per account

Through its cross product discounts, iPACS enables the operator to promote new products among existing customer, hence increasing per customer subscriptions.

Product Architecture



Mahindra Comviva is the global leader in providing mobile financial and VAS solutions. It's a subsidiary of Tech Mahindra and a part of the USD 16.7 billion Mahindra Group. With an extensive portfolio of solutions spanning mobile finance, content, infotainment, messaging, mobile data and managed VAS services, Mahindra Comviva enables service providers to enhance customer experience, rationalize costs and accelerate revenue growth. Its solutions are deployed by over 130 mobile service providers and financial institutions in over 90 countries and enrich the lives of over a billion people, globally. For more information, please visit www.mahindracomviva.com

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