

[Case study] North America Fixed Line Operator

UshaComm

Case Study

A fixed-line, north American, incumbent local exchange carrier (ILEC) required a billing platform to support over 500,000 residential and corporate subscribers for pre and post-paid, basic local and long distance telephony services. Typically, these communications service providers had over 60 different applications that were nearly 30 years old to support its billing and customer care processes.

ISSUES

- Juggling the management of multiple systems.
- Old systems that required costly maintenance and upgrades
- Inflexible configuration making it difficult to modify product offering to quickly go-to-market
- Incomplete revenue assurance processes
- Redundant data through unnecessary entry requirements

SOLUTION

Deploy UshaComm's convergent and modular billing, mediation and service activation products to guarantee integrated revenue assurance, optimal modularity and minimal risk.

Unicorn Billing built on an independent, component-based architecture, the convergent Unicorn billing solution offers a universal formatter, real-time rules-based billing, customer administration, accounts receivable management, credit risk control, trouble ticketing, fulfillment, marketing automation, sales commissioning, settlements (roaming and interconnect), and systems administration.

Pegasus Mediation a convergent mediation and service control solution that is built on a distributed architecture, Pegasus provide seamless integration into downstream applications such as billing, fraud, interconnection, and data warehousing. Providing extensive audit and revenue assurance, Pegasus contains a collection agent, core mediation, core service control, element manager, and system administration.

BENEFITS

- A centralized and easy-to-adapt billing platform to build service offering upon, to ensure the quick rollout of tariff structures and marketing campaigns, at a low cost and with minimal maintenance to the system
- Operational overheads are greatly reduced through the streamlining of redundant processes, thus increasing margins through a lower total-cost-of-ownership
- Our mediation solution is the lynchpin between the network and billing platform, to eliminate the risk of losing call data records and vital revenues. This ILEC is guaranteed airtight revenue assurance, and can also reduce its churn rates by analyzing the critical data that it collects to assess the behaviour of its consumers and better target its services and marketing campaigns.

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