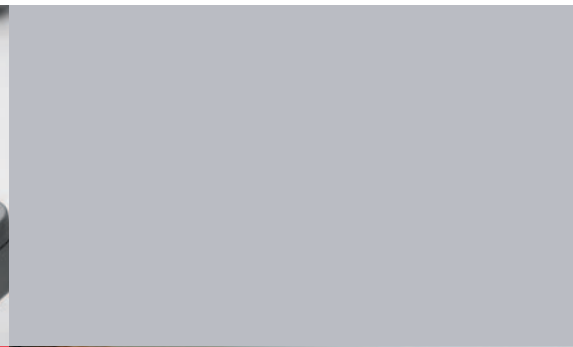


TelcoBill 2

Realtime Bill Presentment, Analysis & Management



The Internet is a powerful medium for direct communication with customers. Recent trends show that telecom service providers are moving towards transferring more and more tasks to their customers by means of electronic bill presentment (EBP) and customer self-care. There are obvious advantages when customers are given the opportunity to attend to their own needs over the Internet. The service provider benefits from competitive advantages through offering a better user experience, saving billing costs, and reducing employee workload in customer care.

Using TelcoBill, telecom service providers can offer their customers a comprehensive range of bill presentment (EBP), real-time bill analysis and cost management for convergent bills and thus offer them real added value.



TelcoBill consists of online electronic bill presentment (EBP), real-time billing analysis and cost management for convergent service bills. These services are available over the Internet and represent real added value for a telecom service provider's customers.

General Features

Security is of the utmost priority in all billing and payment transactions. The web-based user interface is intuitive and easy to use. Individual user levels allow different TelcoBill features to be selectively enabled. TelcoBill provides user data without delay. The Internet electronic bill presentment together with bill management and bill analysis provide new ways to communicate and to handle billing.

Satisfied Clients

«sunrise chose Ergon and TelcoBill because of the solution's great flexibility, performance and user-friendliness. Once we had explained our needs, Ergon quickly and expertly provided us with a suitable prototype. The sunrise cost manager is a key solution for our customers and a clear competitive advantage for us.»

René Huser, Product Developer
eChannel sunrise TDC Switzerland AG

Bill Presentment

Bill presentment refers to the online display of a convergent bill containing all services such as mobile, landline and internet. This can replace a traditional paper bill or complement it.

The customer is given a user-friendly application which provides both an overview of their company spending and detailed information for analysis. In addition, customers benefit from quick and easy online access to their billing and usage data that includes their latest bill, and recent bill history. This information is available twenty-four hours a day allowing customers to decide for themselves when and how often they want access their data.

The service provider benefits from reducing costs as bills no longer have to be printed, enveloped and sent. An additional advantage of the web-based access is that it complements the traditional communication channels of postal correspondence, telephone and face-to-face contact. TelcoBill allows bills to be downloaded in various formats with several levels of detail for accounting purposes. To summarise the bill, the home page gives a quick overview of the most important key figures.

Bill Analysis

Bill analysis refers to the analysis of convergent bills containing various charges and usage data from different types of services. The focus of bill presentment is the individual bill, whilst bill analysis expands on these possibilities allowing reporting across multiple bills and time periods, even from multiple sources.

Customers benefit by being able to focus on any particular information that is relevant for their analysis. This is achieved by using filters and grouping to narrow or broaden the basis for analysis. The effect is a greater trust in the service provider through greater transparency. Bill analysis facilitates the automation of time-consuming reporting processes that are currently carried out in-company as manual tasks.

This simplification and flexibility when dealing with data adds real value, saves time and enables powerful and clear analysis. For example, cost-intensive individual analysis can be customized, automated and saved for future reference. Consequently, monthly reports are available at the next login, or emailed directly to the customer.

TelcoBill offers customers numerous advantages over conventional applications which pre-processed their data and offer limited analysis on that data set. The result for pre-processed data is a limitation, as only ready-made reports or static data can be used for analysis. This doesn't provide the necessary versatility and



convenience required for all business customers. In TelcoBill, the realtime engine allows versatile, ad-hoc reporting generated at high speed in the way the customer wants. This flexibility is at the heart of TelcoBill, putting the customer requirements at the core of their experience, to deliver results that they desire.

Bill Management

Bill management refers to allocating bill costs to one or more cost centers within a company structure. Problems often arise from the fact that a company structure cannot be clearly described by a standard telephone bill. The result is that the service provider has to potentially produce numerous bills for one customer, where each bill is generated for a particular part of their company.

Using TelcoBill, customers can create and manage their own cost centers. Services can be assigned to a cost center and analysis performed on cost center level. All service costs are grouped by cost center but can be examined individually. This means one bill can be generated by the service provider. Costs can be split according to the user needs in TelcoBill.

User management enables the customer to control access to data and functions by other users in their company. Costs incurred by processing billing data can be reduced considerably thanks to efficient bill management. The service provider benefits from the fact that customers are able to define themselves as many billing structures as they want in accordance with their company structures.

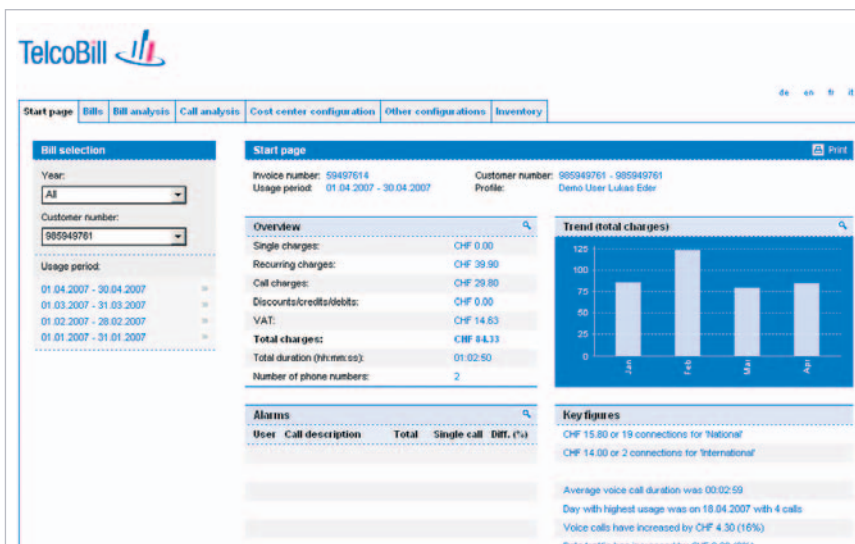
TelcoBill offers the possibility of replicating project organisations, wherein parts of a company structure are summarised in a new group. The realtime engine is also used for cost center management, where the customer can immediately access any customised data for analysis without having to wait for the data to be re-evaluated.

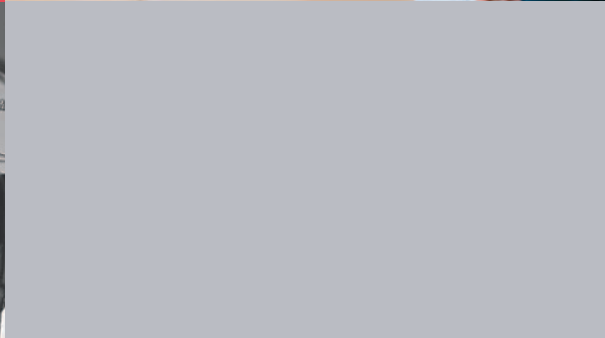
Real-time Engine

Instead of complex databases TelcoBill uses a highly-optimised, lean real-time engine to analyse and manage data. Besides advantages for the service provider in maintenance and licence costs, it also provides great convenience for the customer. TelcoBill offers unlimited flexibility in reports and for analysis criteria. With conventional systems, when changes are made to criteria or to cost center structures, the customer often has to wait minutes or even hours before the corresponding results become available. TelcoBill will provide these immediately, thus fulfilling expectations of rapid interactivity from today's demanding business customers.

Further Information

You can find a detailed description and a test application at www.telcobill.ch





smart people – smart software

Ergon is synonymous with a highly productive team consisting of highly qualified IT specialists with a distinct focus on customer benefit. The company is a leader in carrying out challenging projects and is an established provider of specific solutions in the field of telecommunications. Ergon applications are based on open systems and Java technology. They have a modular structure, are highly integrable and are flexibly open-ended. The end user's needs are the focal point of their design.

The Telecom Solutions department focuses on solutions for service providers. The two products Taifun and TelcoBill support all relevant end-to-end business processes. These consist of customer enquiries, offers, orders and production as well as electronic or conventional paper-based billing. Ergon specialists for service fulfilment and billing support their customers in the achievement of these processes. Taifun und TelcoBill are being used by national and international telecom carriers, access network operators and switchless resellers both in the retail sector and in the growing B2B sector.

The key to our success is the same today as it has been for more than 20 years. Ergon focuses on customer benefit.

Further details are available at www.telcobill.ch