

# iPACS BSS solution

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Enabling operators to unlock the value of a converged portfolio



As the number of new mobile subscriptions reaches saturation, telecom operators are increasingly beginning to look at new sources of revenue, such as wireline, broadband, direct-to-home and fixed telephony services. Envisaging this shift, however, operators face the challenge of maintaining uniformity in their business processes like customer acquisition and reuse of existing sale and customer support channels. Operators have to ensure uniformity in customer experience also with minimum impact on the existing IT and BSS ecosystem.

**Mahindra Comviva's iPACS convergent BSS solution aims to ensure this, thereby enabling telecom operators to unlock the capabilities of a converged solutions portfolio. This in turn is expected to boost product penetration and help the company leverage cross-product-based offerings. Moreover, the iPACS solution ensures uniformity across all major business processes like customer interaction management, billing and provisioning. iPACS BSS simplifies the overall business Management and aids decision making via converged reporting and analysis.**

In addition, the iPACS convergent BSS solution enables operator to roll-out multiple products with ease, thereby reducing operational overheads. This is achieved via the single point management feature.

## Key Features

### Convergent CRM

- Multiple product order entry through a single window
- Multi-play customer order entry
- Order lifecycle management

### A 360 degree view of the customer

- Customer subscription profile and hierarchy
- Customer ticket history
- Customer financial transaction history
- Customer invoice history
- Change history
- Service usage history
- Single screen for a faster response

### Campaigns

- Customer campaigns
- Dealer campaigns
- Recharge campaigns

### Contact center support

- Rules pertaining to interaction configurations and escalation
- Interaction workflow management
- Smart request delegation

- Agent management
- Agent performance reporting
- Query-hold time threshold management

### Web-based self service

- Customer self service
- Dealer self service

### Dispute management

- Bill dispute
- Charge dispute
- Service malfunction dispute
- Equipment fault dispute
- Payment dispute

### Journal management

- Credit note
- Debit note
- Deposits

### Provisioning

- Service order management
- Request type workflow management
- Priority and sequence management

## Convergent billing

- Customer profile and hierarchy management
- Discounts and promotions
- Customer bill generation and invoice management
- Payment and collections
- Revenue segregation and GL management
- Convergent product catalogue

## 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-I
  - ASC-II
  - CSV
  - Flat file
- Support for diameter for real-time charging
- Support for re-rating on the basis of
  - Package plan
  - Discount plan
  - Call type
  - Call duration
  - User defined

## Bulk mediation

- Enable MVNO offerings
- Interconnect CDRS

## Inventory management

- Physical inventory
- Logical inventory
- Premium number management
- Physical-logical inventory bundling

## Inventory ageing management

- Support for warranty management
- Value degradation support for sold inventory
- Customer payable calculation

## Warehouse management

- Warehouse on boarding and lifecycle management
- Warehouse hierarchy management
- Internal transfers' management
- Warehouse health check and smart triggers

## Inventory purchase management

- Dealer PO management
- PO lifecycle management

## Roaming and interconnect

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

## Key Value Creators

### Leverage a 360 degree view

The iPACS contact center agent module provides a 360 degree view of the customer that groups all the key information on a single screen leading to faster response time.

### Targeted up sell/cross sell

iPACS 360 degree view along with inbuilt usage analytics enables the operator to push targeted up sell and cross sell plans for increasing per subscriber subscriptions.

### Build customer affinity

iPACS enables the operator to launch cross product campaigns for increasing the reach of newly rolled out products, thus reducing market acceptability time.

### Uniform customer experience

iPACS convergent BSS enables the operator to provide a single window for service portfolio management and payment through single bill for multiple services through its self service.

### Convergent product catalogue

A flexible product catalogue enables plan cloning and is designed to promote component reusability. This is aimed at removing any hurdles in configuration and duplicate plans across all products.

### Streamlined B2b sales

iPACS enables the operator's dealer chain to manage product purchases and tracks the active inventory to enable both the operator and the to streamline sales and keep stock of current and future purchase planning as per market requirements.

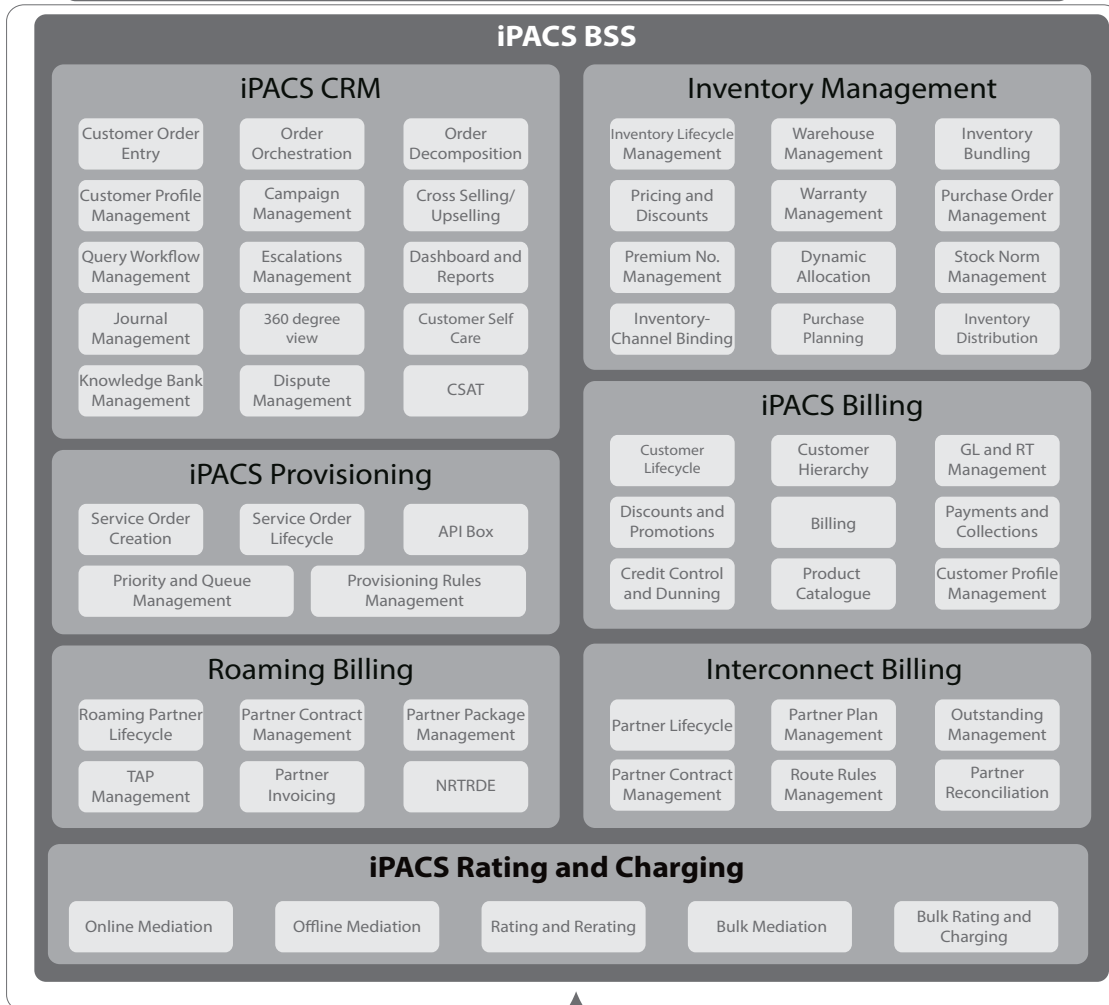
### Reduced operational overheads

A convergent end-to-end BSS stack enables the operator to manage the entire functionality suite through a single product. This eliminates the need for a multi vendor controlled ecosystem.

# Product Architecture



## Enterprise Messaging Service (EMS)



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](http://www.mahindracomviva.com)

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