

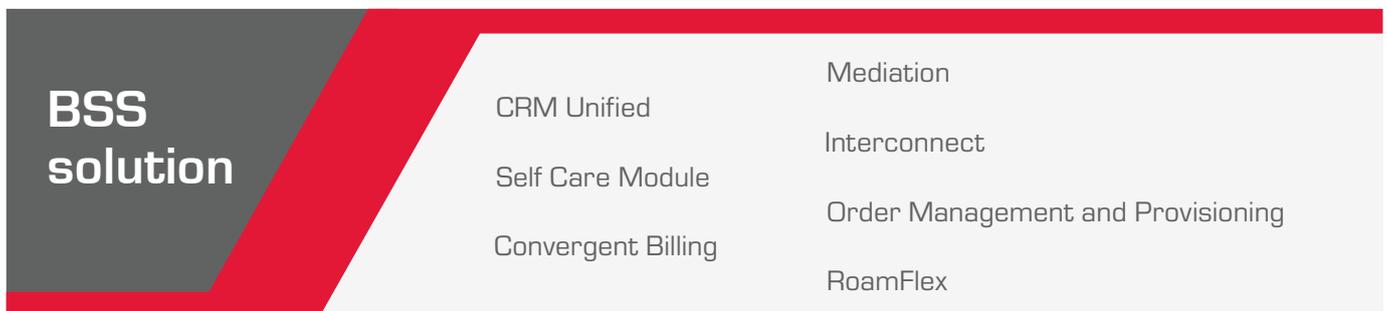
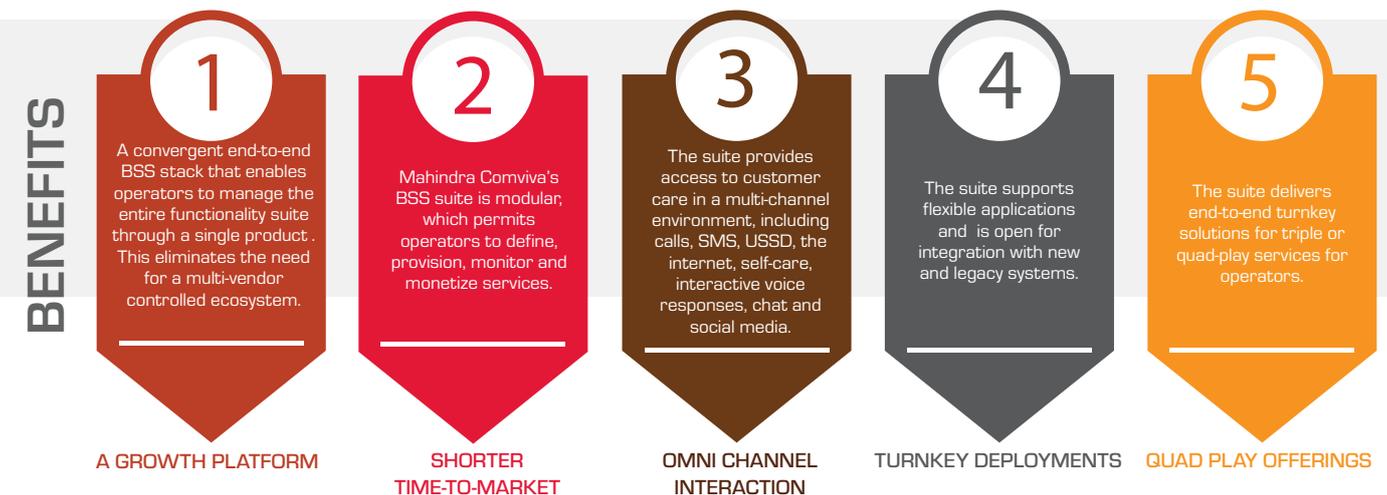
BSS solution

Unlock the value of a converged portfolio



As the global telecom industry shifts its focus towards digitization, it becomes imperative for operators to keep pace with this change. In order to do so, an operator ought to focus on augmenting customer experience, offering non-traditional services and reducing time-to-market while ensuring product innovation.

Mahindra Comviva's BSS suite is a pre-integrated, extendable and convergent customer relationship management (CRM) and billing solution for mobile operators. It offers flexibility, and supports any network, payment method and delivery model ensuring faster time to market. Its modular structure provides freedom to operators to choose from a bouquet of modules, as per their business requirements.



► CRM Unified

Enhance Customer Experience Management

- A holistic view of subscriber-related information such as raised tickets, billing information, history of purchases, payments, device status, etc.
- Role-based access. The suite can be deployed at call centres, retail outlets and partner outlets, with an in-built self service module for account management.
- Automated dynamic Workflows for better ticket resolution and escalations.
- Query hold-time threshold management.
- Flexible and Personalized-offers customers flexible and personalized product bundles.

► Self Care Module

Empower Customers

- Enables operators to reduce customer service costs and increase customer satisfaction.
- Reduce customer care costs by allowing customers to directly manage their accounts.
- Generate more cross-selling opportunities with fully customizable customer portal and on-line ordering.
- Secure, standalone application separated from rest of the customer care and billing.

► Convergent Billing

A Single Solution for Pre-Paid, Post-Paid and Quad-Play Convergent Networks

- Configure , Price , Quote-The suite accommodates unique billing configurations created by new consumption-based services
- Flexible Catalog –This feature permits operators to rapidly launch, monetize and control rating, charging, billing and invoicing of any services
- Ad-hoc and scheduled bill processing
- Dynamic Pricing-The platform provides various charges model support, including flat, usage based, customer type, circle/hub wise, telescopic discounting, etc
- Multi-currency support
- Credit Control management –is offered for both service and service group-based configurations.
- Payment Method Interdependence

► Mediation

Minimize Integration Costs

- Seamless Flow of data -Processes seamless flow of data between the serving network and downstream systems for billing, fraud management and partner reconciliation
- Filtering and Loading of service usage data from the network into the operator's billing system for multiple file formats
- Prevents Duplication, Corruption and Rejection -Ensures usage records are not lost, duplicated, corrupted or simply rejected by the system.
- Report analysis –Capable of consolidation of different call data records on a common platform

► Interconnect

Maximise Margins

- Proactively manages agreements pertaining to interconnection
- Carrier grade rating engine.
- Financial settlement and reconciliation reports.
- Establish and launch new interconnect routes and agreements using automated rate loading.



► Order Management and Provisioning

Optimise and Streamline Order Management and Fulfilment

- Time-to-market for new services is minimized
- Smart capacity planning and rate limiting.
- Cross-network provisioning, transaction management and in flow- pause feature.
- Multiple communication protocols
- Supports multiple execution schemes for bulk operations :
 - Immediate
 - Priority
 - Scheduled
- Re-push and Rollbacks
 - Workflow and reason driven re-push
 - Order rollback management

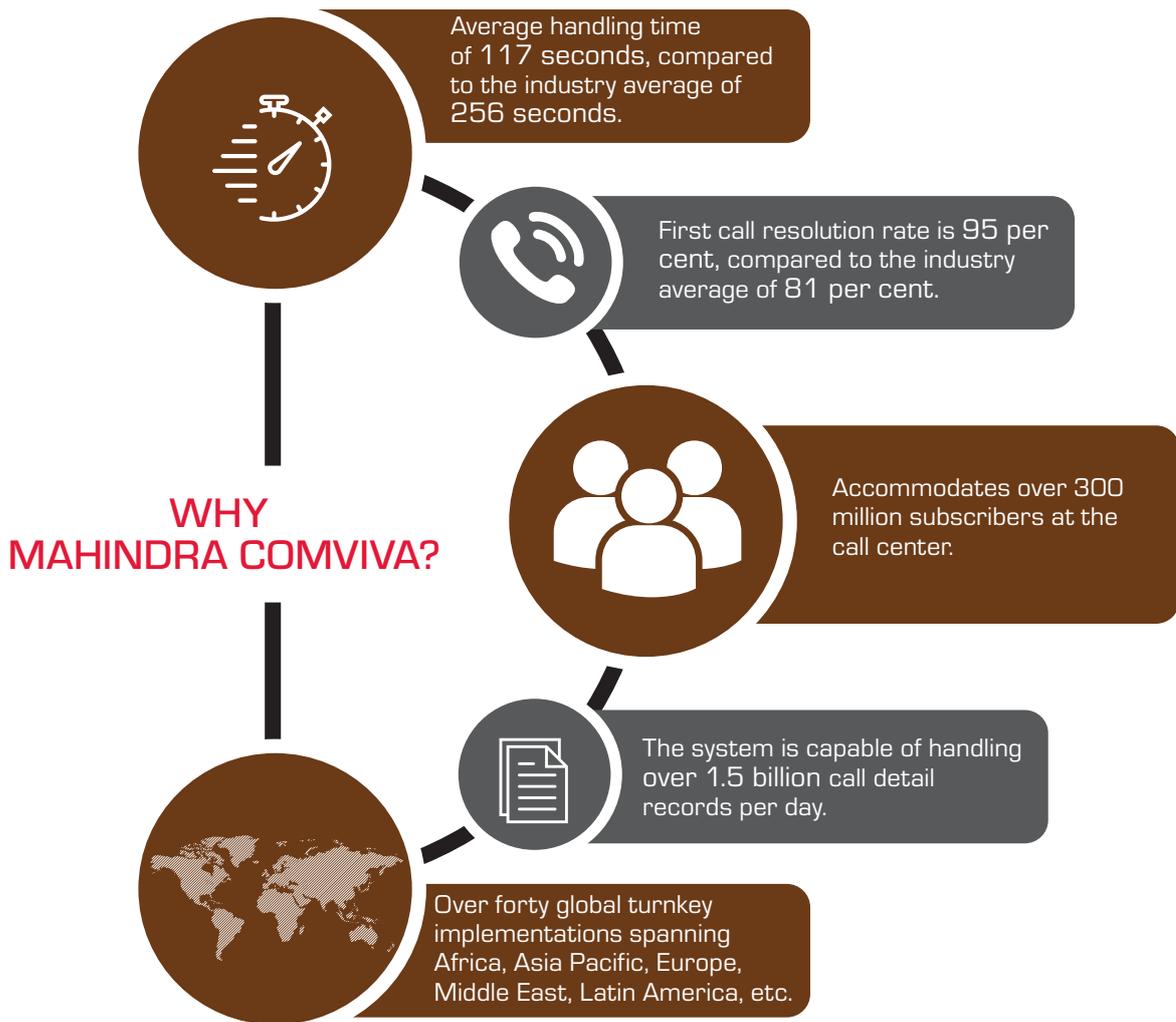
► RoamFlex

Expand Boundaries

- Inbound and outbound roaming billing
- Partner on-boarding and lifecycle maintenance
- Partner pay-out calculations
- Simplify interactions with roaming partners and clearing houses
- Complete integration with existing mediation, rating and billing systems
- Supports GSMA defined standards such as TAP, RAP, HUR, NRTRDE
- Alleviate concerns related to “bill shocks”

Why Opt for BSS Suite ?

- ◆ Multi-mode deployments: In-premises or on the cloud
- ◆ Multi-tenant solution with high availability and security.
- ◆ Quick and efficient mobile virtual on-boarding.
- ◆ Capability to automate network-related activities
- ◆ Significant footprint in Africa and Asia to leverage from market experience



Mahindra Comviva is the global leader of mobility solutions catering to The Business of Tomorrows. The company is a subsidiary of Tech Mahindra and a part of the \$17.8 billion Mahindra Group. Its extensive portfolio of solutions spans mobile finance, content, infotainment, customer value management, messaging, mobile data and managed VAS services. It enables service providers to enhance customer experience, rationalize costs and accelerate revenue growth. Mahindra Comviva's 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 to deliver a better future. In January 2016, the company acquired a controlling stake in Advanced Technology Solutions (ATS), a leading provider of mobility solutions to the telecom industry in Latin America to strengthen its in-region presence.

For more information, please visit www.mahindracomviva.com

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