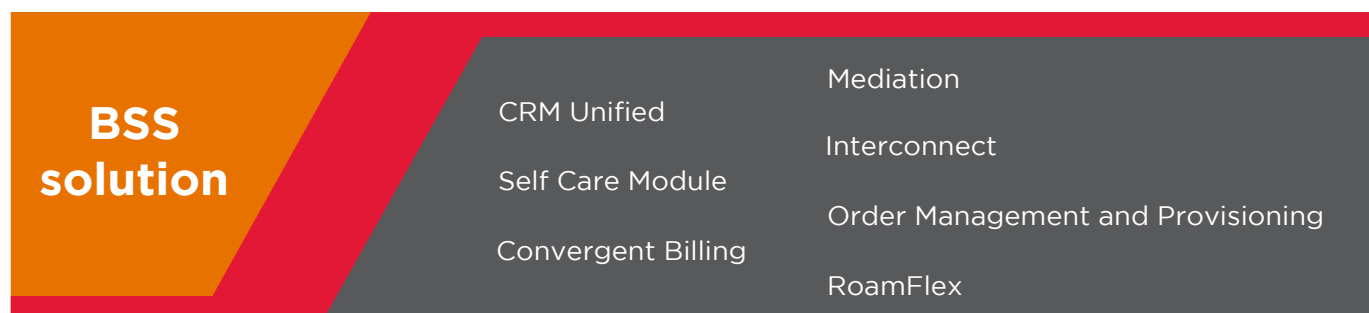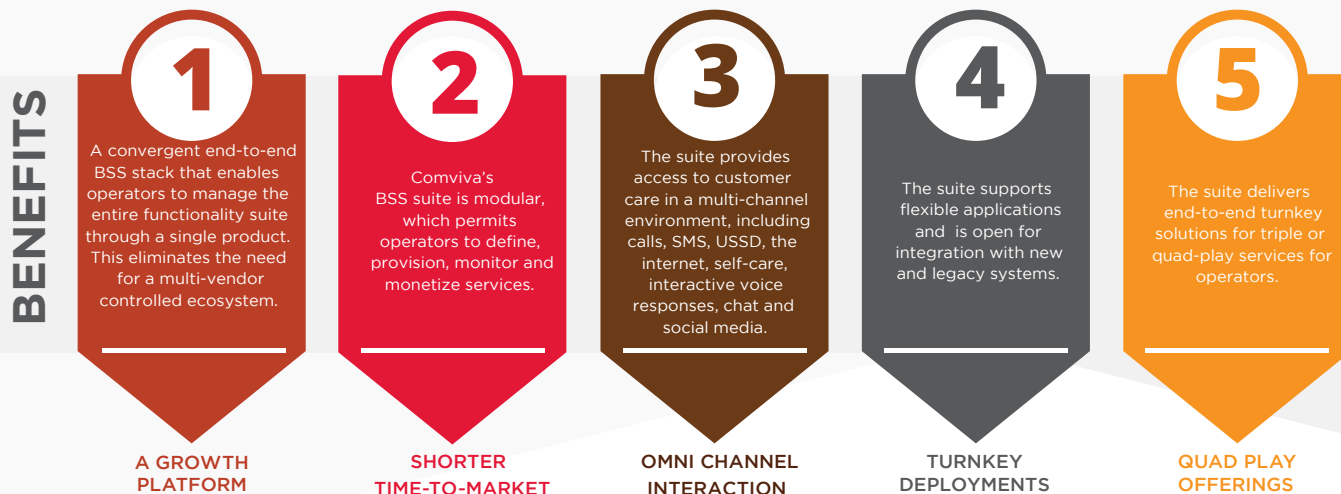# BSS SOLUTION

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.

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.

BENEFITS

1
A convergent end-to-end BSS stack that enables operators to manage the entire functionality suite through a single product. This eliminates the need for a multi-vendor controlled ecosystem.

A GROWTH PLATFORM

2
Comviva's BSS suite is modular, which permits operators to define, provision, monitor and monetize services.

SHORTER TIME-TO-MARKET

3
The suite provides access to customer care in a multi-channel environment, including calls, SMS, USSD, the internet, self-care, interactive voice responses, chat and social media.

OMNI CHANNEL INTERACTION

4
The suite supports flexible applications and is open for integration with new and legacy systems.

TURNKEY DEPLOYMENTS

5
The suite delivers end-to-end turnkey solutions for triple or quad-play services for operators.

QUAD PLAY OFFERINGS

BSS solution

CRM Unified

Self Care Module

Convergent Billing

Mediation

Interconnect

Order Management and Provisioning

RoamFlex

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
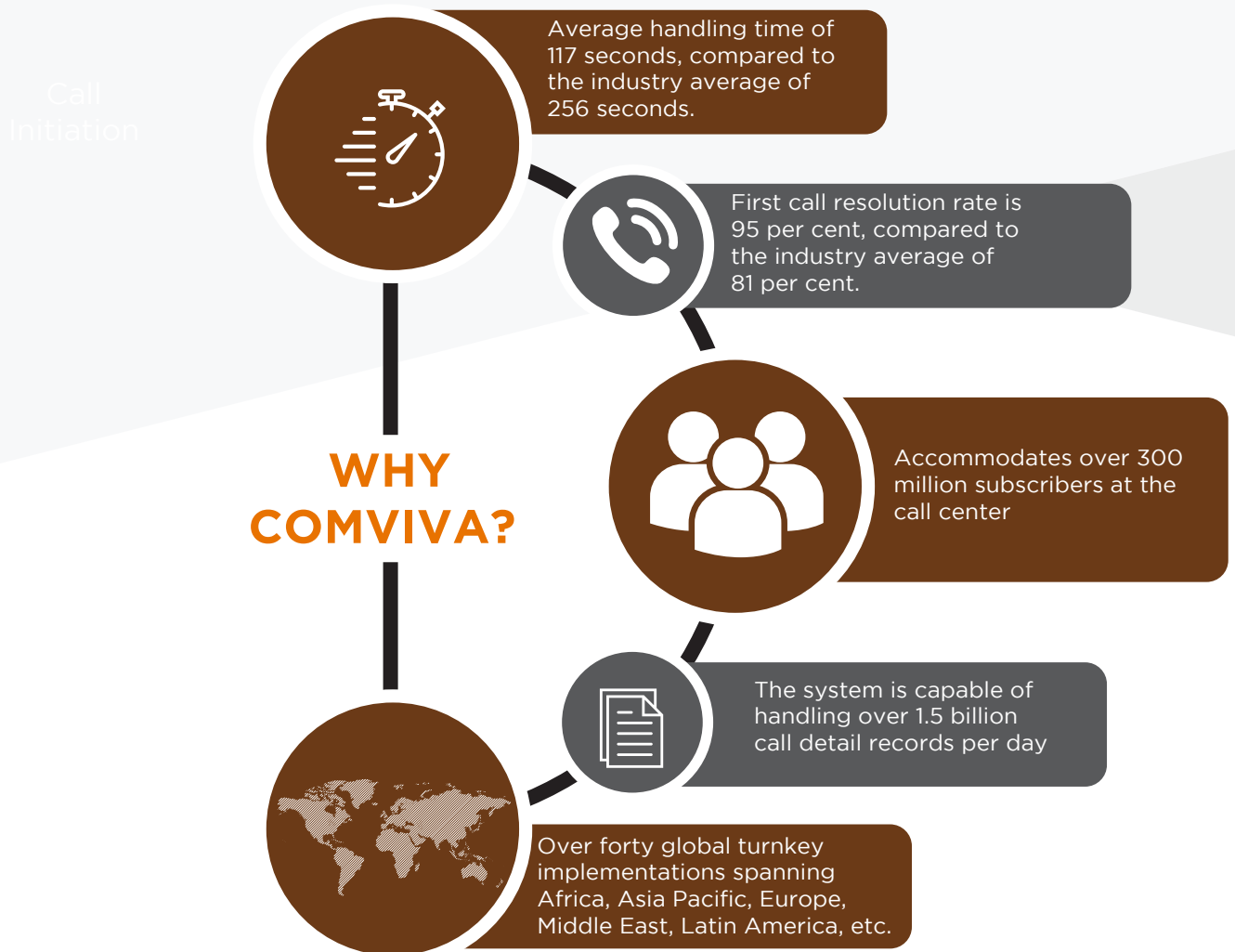 - Workflow and reason driven re-push
  - Order rollback management

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

Call Initiation

WHY COMVIVA?

Average handling time of 117 seconds, compared to the industry average of 256 seconds.

First call resolution rate is 95 per cent, compared to the industry average of 81 per cent.

Accommodates over 300 million subscribers at the call center

The system is capable of handling over 1.5 billion call detail records per day

Over forty global turnkey implementations spanning Africa, Asia Pacific, Europe, Middle East, Latin America, etc.

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