



www.ist.com.gr

Independent Software Vendor

Established in 1991

A company of Greek interests (Societe Anonyme, privately held)

Focus on specific vertical markets: Telecommunications / Banking

Presence: Greece / Bulgaria / Romania / Albania

Services: Bespoke software developer / value added reseller / IT integrator / IT consultants / outsourcing services

Specialization areas: Databases / Business Intelligence / Data Warehouse – Mining / BPM / Application Server / Mobile App Development / Cloud Computing / Big Data / Web Development / Portals / Integration Platforms



Service & Product Management System



CHALLENGES

CSPs need to address urgent and rapidly changing market conditions.

MARKET

NEW PRODUCT DEVELOPMENT

Introduction of new rate plans, services, offerings, promotions and services must be continuous.

CSPs must satisfy their customer needs through an extended portfolio of services.

CUSTOMER NEEDS

INNOVATION

Convergence of technological developments lead to innovative services that could be incorporated into new products.

Sophisticated and highly intensified business competition must be encountered efficiently and effectively.

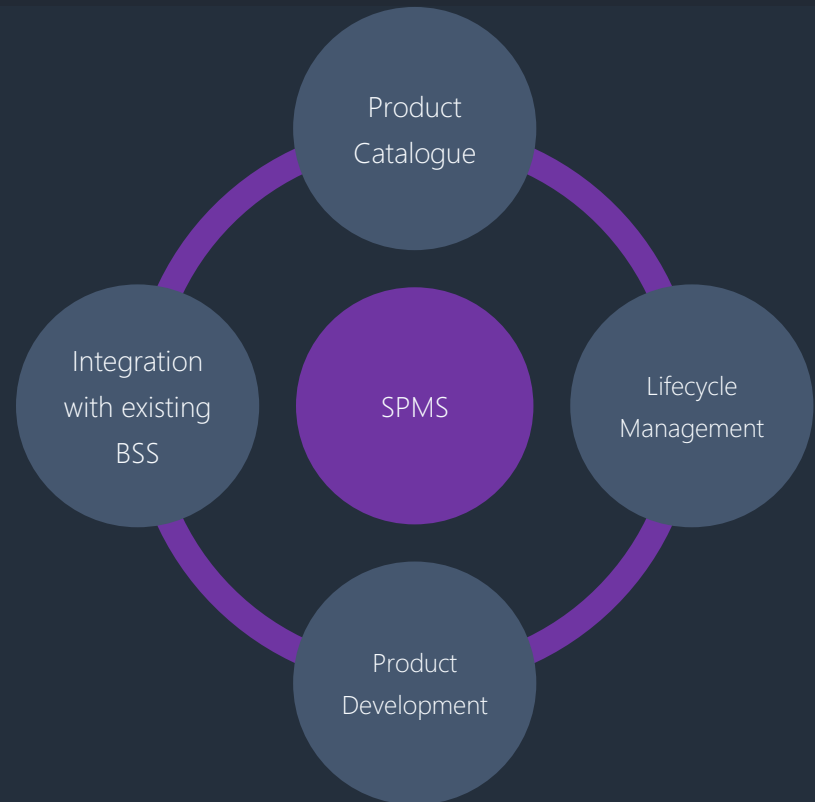
COMPETITION

COORDINATION

Constant coordination between different departments is needed.

ENTERPRISE PRODUCT CATALOGUE - EPC

The role of a product catalogue is to serve as a central repository for all of a carrier's products (which are each based on a predefined architecture) within a carrier's portfolio and to serve as the central point for all of the processing systems that need regular access to complete, timely and detailed product information.



THE SPMS SOLUTION

Versatility & Flexibility

Not a “plain vanilla” solution:

Can be easily customized to meet customer preferences.

Versatile and flexible, ideally suited to support the CSPs’ need for rapid delivery of targeted product offerings.

Single “point-of-truth” approach

Functions as a central hub for all CSP departments seeking up-to-date product information:

- Product Management
- Product Development
- Cost Control
- Shops
- Customer Care
- Audit
- Regulatory

Feeds business systems with management-approved charging specifications as created / modified by Product Managers:

- Postpaid & Prepaid Billing
- Billing Verification
- IVR
- DWH
- Intranet / internet / extranet

Single repository for all Products in order to avoid effort and data duplication across departments and systems.

THE SPMS SOLUTION

Incorporates the Telecom Industry business trends and best practices; a proven track record of successful deployments.

Built from the ground up in accordance with the Communication Service Providers processes.

Telecom Industry
oriented solution

Business
Process
Automation

Streamlines the process of communicating, approving and implementing:

- Rateplans
- Services
- Discounts
- Promos
- Bundles

Triggers automatic update of charging information on CSP Web Site upon new Rate Plans/Services implementation or modification of the existing ones.

Workflow support:

- Embedded SPMS workflow, or
- Integration with existing workflow

ARCHITECTURE OVERVIEW



SPMS Add-on module
and/or Integration with
customer platform



Integration with
customer platforms



Integration with the CSPs additional platforms
is feasible using the SPMS API

TM FORUM Product Conformance



SPMS has been awarded the
TM Forum
Framework 14 Product Conformance Mark
(April 2015)

SPMS FEATURES

Comparative tools for market and competition analysis

Embedded version control

Fully customizable:
Supports user defined structures and characteristics

Supports complex user defined product structures and charging strategies

Advanced Reporting mechanisms

End-users are able to modify any aspect of product information through parameterization forms

Embedded document management functionality for all product lifecycle related documents

SPMS FEATURES

Full product history

Tools for massively updating charging information across products

User-friendly, Ajax enabled web-based, thin-client environment

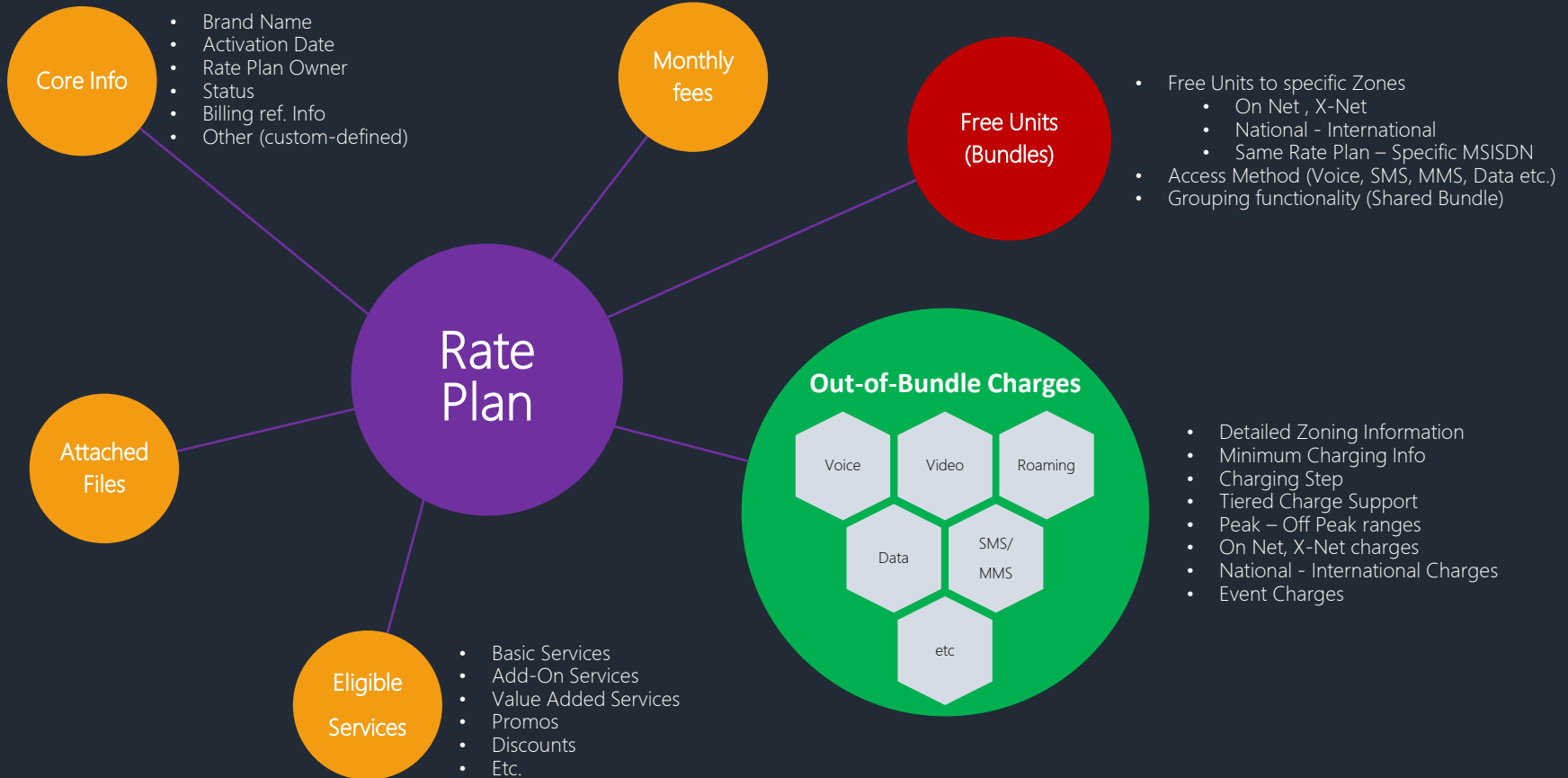
Workflow support

Large number of pre-defined templates and configuration for Telecom market

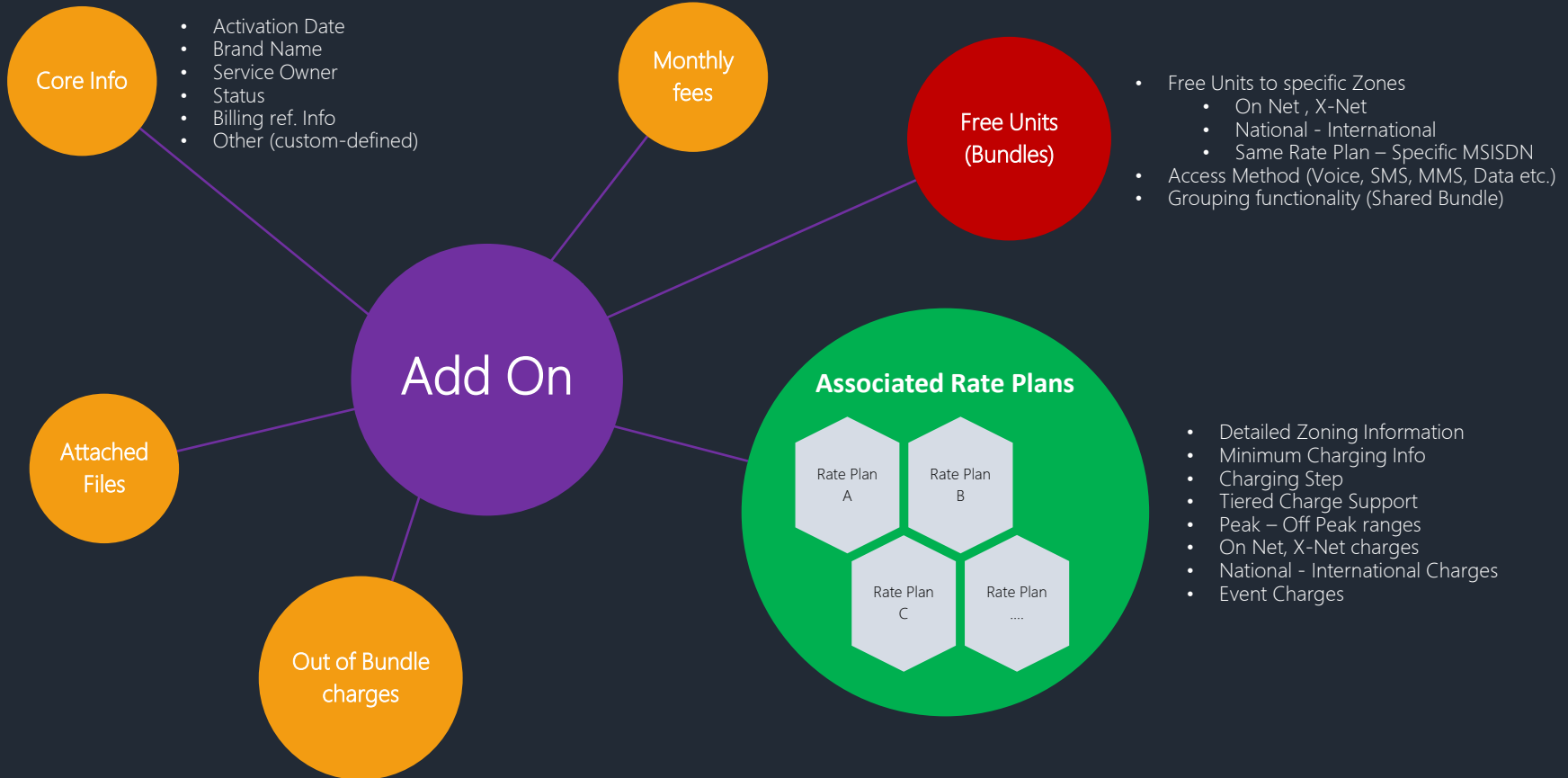
Advanced security & auditing features: Domain, User/Role, Category, Department, and Product level security

Seamless integration with heterogeneous systems in existing BSS architecture

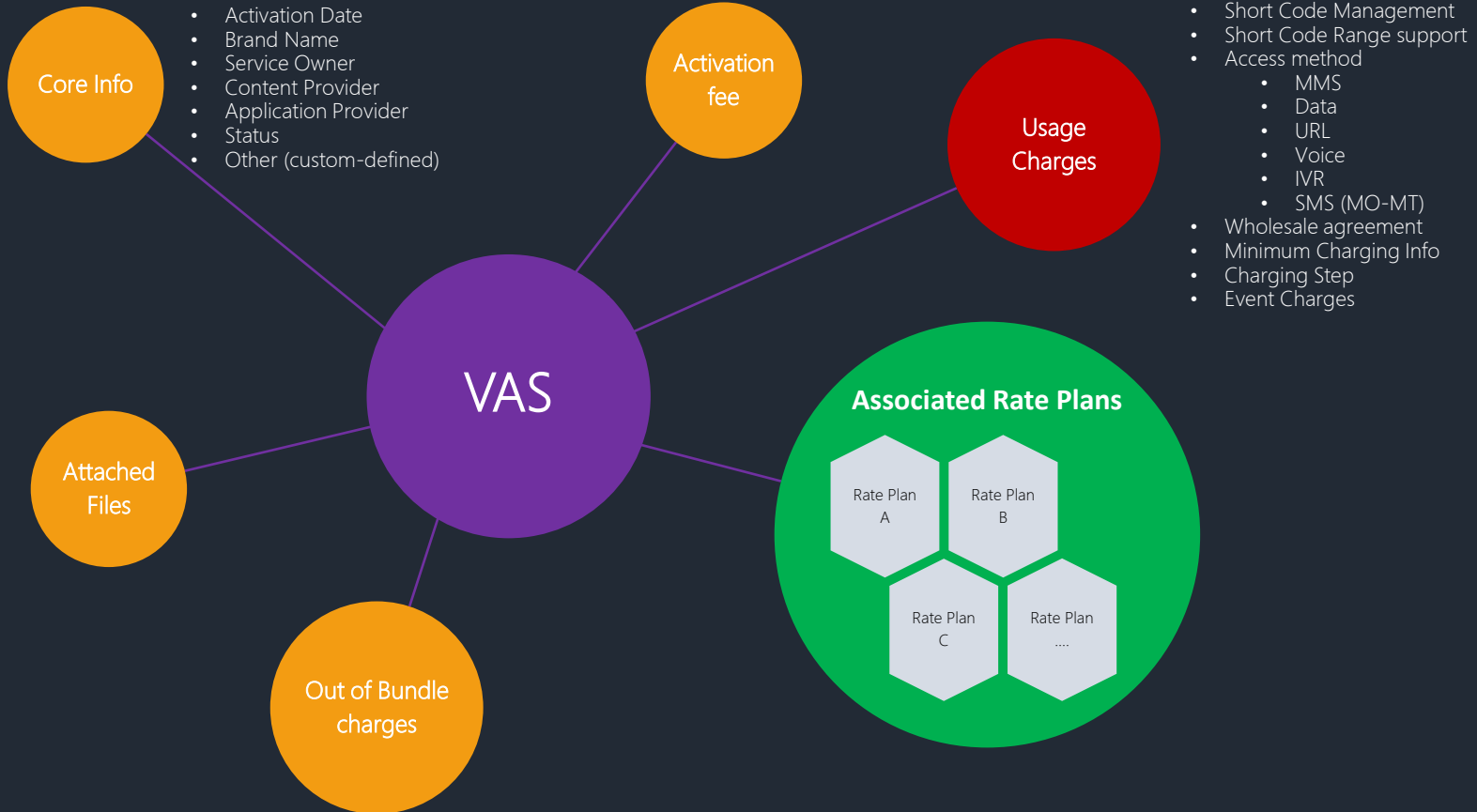
RATE PLAN IMPLEMENTATION



ADD ON SERVICE IMPLEMENTATION



VAS IMPLEMENTATION



RATE PLAN MODIFICATION EXAMPLE

The Product Manager creates a new version of the Rate Plan

The Product Manager modifies Rate Plan charging information

The Product Manager initiates a workflow for approval

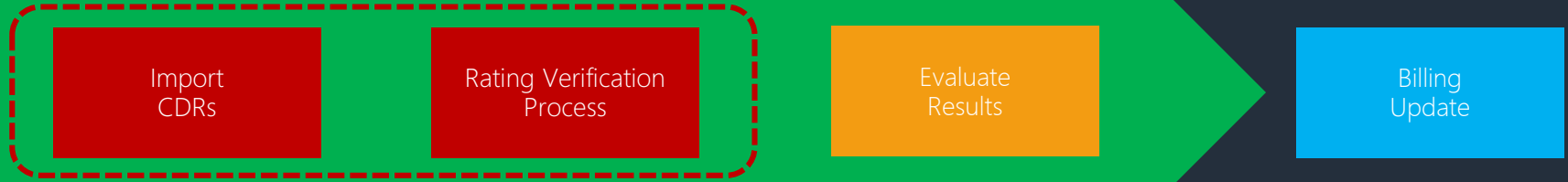
The modification is approved and implementation starts

The implementation finishes and the new version becomes active

The new rate plan version becomes commercially available

REVENUE ASSURANCE MODULE

Revenue Assurance Module



Binary ASCII 3GPP

CDRs

Billing System

Products & Services charging info

SPMS

Value-add:

To identify and quantify key revenue leakage indicators and link them with the underlying organization processes (e.g. charging). Additionally special value is gained by verifying billing system accuracy in order to protect revenue stream.

How it works:

This module imports CDRs, utilizes data and re-rates all events using original-approved product charging specifications exist in SPMS.

WEB INTEGRATION MODULE

New tariff creation
by the Marketing
Dept.

Workflow
Approval

SPMS



SPMS
Web Module

Automatic Updating
of Web Site

Value-add:

Automates the process of publishing and effortlessly keeping up-to-date charging information of Rate Plans and Services on the Operator's Web Site.

The SPMS Web Module can be easily integrated with the Operator's existing Web Site or web-based application (Customer Care, Intranet) through exposed interfaces.

CUSTOMER CARE MODULE

The Customer Care module provides advanced search functionality for retrieving detailed information regarding Rate Plans and Services (incl. commercially unavailable)

Value-add:

Differentiate customer experience in Call Centres & Shops.
Reduce ticket resolution time for bill-related requests.

Features:

At-a-glance association / Identification of Rate Plans and Services based on eligibility rules.
Ability to filter specific information achieving a less cluttered environment customized for Customer Care agents.
Rateplan Cost Benchmarking report.
Rate Plan build Form (monthly service subscription, add-ons, promos, subsidy, and taxes).

BUSINESS BENEFITS

SPMS Business Benefits	Time-To-Market	Widening of Product Portfolio	Product Quality	Cost Optimization
Speed				
Rapid response to frequently changing market conditions.	✓	✓		
Acceleration of Product Development				
Introduction or alteration of rate plans and services can be accelerated dramatically.	✓	✓		✓
Quality Assurance				
Less mistakes, higher productivity, more efficient time management.			✓	✓
Simplicity				
Better and more efficient communication / cooperation between cross-functional stakeholders.	✓		✓	✓
Access to up-to-date product info through a user-friendly UI.				✓
Ownership				
Centralization and simplification of Product Management.	✓		✓	✓
Transparency				
Work flow execution optimization.	✓		✓	✓
Regulatory Compliance & Security				
Operator compliance with external audits & industry regulations.			✓	✓
Data access management with role-base authorization.			✓	✓
Customer Experience				
Unified product portfolio across all sales channels.	✓	✓		✓
Speed-up resolution of charging-related customer tickets.			✓	✓
PLM Benchmarks proven by referenceable case studies (TM Forum)	-50% TTM +20% revenue	+30% revenue	+35%	-60% cost-to-market

Thank you



Flias 1
151 24 Marousi
Greece
Tel +30.2107488678
Fax +30.2107483116

For more information please visit:

www.ist.com.gr

Acknowledgements

© 2017 (v1.0)

The information contained in this presentation represents the current view of IST on the issues presented as of the date of publication. Because IST must respond to changing market conditions, it should not be interpreted to be a commitment on the part of IST, and IST cannot guarantee the accuracy of any information presented after the date of publication.

This presentation is for informational purposes only. IST MAKES NO WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, AS TO THE INFORMATION IN THIS PRESENTATION.

Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright, no part of this presentation may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of IST.

IST may have patents, patent applications, trademarks, copyrights, or other intellectual property rights covering subject matter in this presentation. Except as expressly provided in any written license agreement from IST, the furnishing of this presentation does not give you any license to these patents, trademarks, copyrights, or other intellectual property.

"IST" and "SPMS" are registered trademarks of "International Software Techniques S.A."

