

“The legacy solution was not scalable and required a separate system to manage customer care, billing and collections. Month end billing was very complex, as huge efforts had to go in consolidating information from various system to generate bills. In addition support from the existing vendor was a concern. Hence we have replaced” - **Brijesh Chandwani, CEO, Beam Telecom, India**

### How its helps Service Providers?

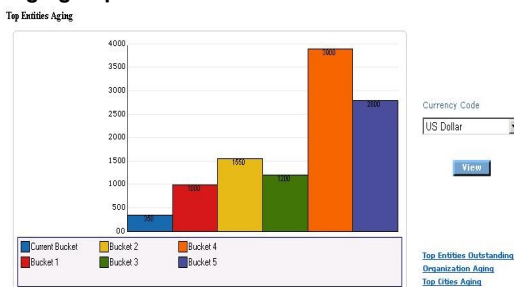
- Automates complete customer life cycle
- Allows launching Innovative service plans
- Tracks performance of promotions
- Tracks customer churn and growth
- Monitors dealer performance
- Schedules and tracks equipment installations
- Centralizes provisioning on multiple networks
- Applies bandwidth policies based on rules
- Extensible to other services viz., IPTV, VoIP
- Extensible to multiple access technologies
- Stage based defaulter follow up
- Provides 360° subscriber view
- Rule based ticket escalations
- Performance Dashboards

MagnaQuest Billing, CRM and Service fulfillment solutions are ideal for service providers offering Broadband services. Service provisioning, Policy Management, IP allocation along with rating and billing of internet and VoIP services, can be automated. The solutions have been deployed across multiple business models and distribution networks including CMTS, Ethernet, DSL, VSAT & WiMAX.

### Customer Life Cycle



### Aging Report



### How it resonates to your Subscribers

- Pay online, debit or credit card,
- Track usage, change plan
- Raise tickets
- Alerts on activation, promotions, renewals
- Payment reminders

### Benefits

#### Efficient ROI

Service providers save on operational expenditure and can plug revenue leakages through automation of business processes. In addition MagnaQuest helps service providers generate more revenues by introducing innovative offerings, up-selling, easy payment methods, defaulter follow up and excellent service SLAs.

### Why MagnaQuest?

- Deployed in more than 25 countries
- Over a decade of experience in Billing, CRM & OSS domain
- Specialized domain knowledge
- End to End OSS/BSS solution
- Helping emerging operators

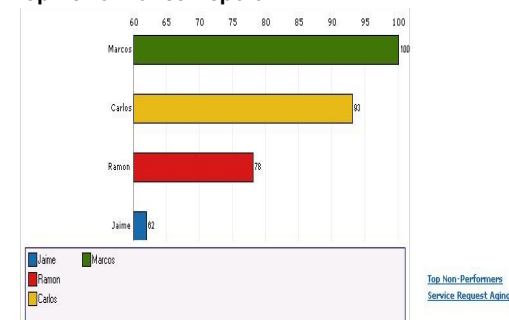
#### Invest as you grow

Service providers don't need to worry about making expensive investments all at once. One can plan and invest as the business grows.

#### Flexible, Scalable and Extensible

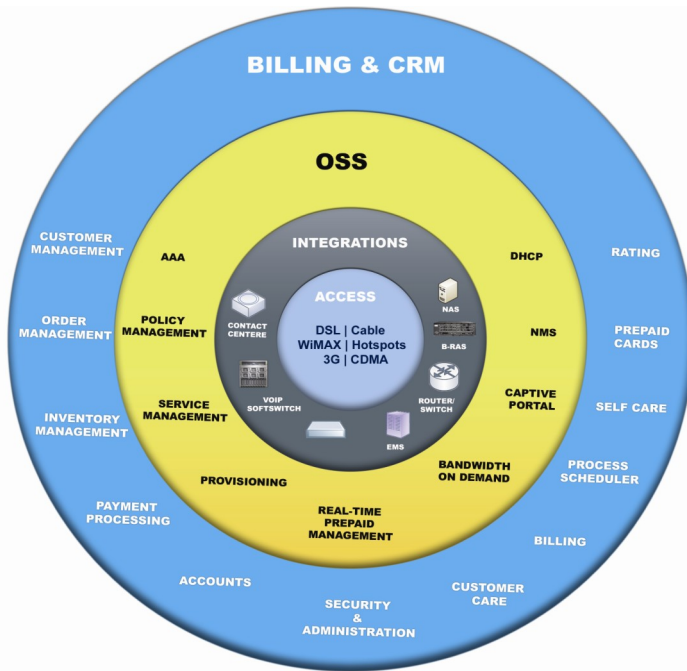
Solution can be configured according to suit service providers with few thousands of subscribers to that of few millions of subscribers. Internally the solutions have been benchmarked to handle billing of millions of subscribers. Also the solution can be extended to bill other services such as VoIP, IPTV.

### Top Performance Report



#### Flexible Integration Framework

Automating service provisioning and centralizing operations needs integrating with multiple network elements and other systems such as contact centre, payment gateway and accounting system. Hence we have designed a flexible integration framework to enable quick integration with any new network elements or other third party systems.



**Modules**

- Prospect Management
- Customer Management
- Order Management
- AAA
- Policy Management
- Captive Portal
- DHCP
- NMS
- Rating & Billing
- Inventory Management
- Accounts & Receivables
- Customer Care
- Security & Administration
- Process Scheduler
- Prepaid Management
- User Self-care

**Customer & Product Management**

- Prospect to Customer conversion
- Dealer management, commissions and sales incentives
- Multiple service bundling, Promotions & Discounts
- Track CPE Installations

**Order Management & Service provisioning**

- Prequalification and Order approvals
- Location based services
- Zero-Touch Activation
- RADIUS Proxying
- Dynamic and Static IP allocation from regional pools
- Subscriber profiling and policing and dynamic QoS Support
- Real-time session monitoring and metering
- Bulk Provisioning and Re-provisioning
- Mobile IP Key derivation
- Renewals and automatic Disconnections

**AAA**

- Multiple authentication protocol support: PAP, CHAP, EAP (TTLS, TLS, MD5) with Extensive Authentication Logs
- Session based & Flow based accounting
- Interfaces with B-RAS, NAS, CMTS, EMS, Home Agent & ASN components

**Rating and Billing**

- Prepaid and Postpaid Billing with Multiple Billing cycles
- Rating and billing of multiple services to generate single bill
- Interconnect settlements
- Prepaid balance Management
- Multi-Level Taxation

**Receivables**

- Multiple payment methods
- Multi stage collection follow up
- Top-ups

**Customer Relationship Management**

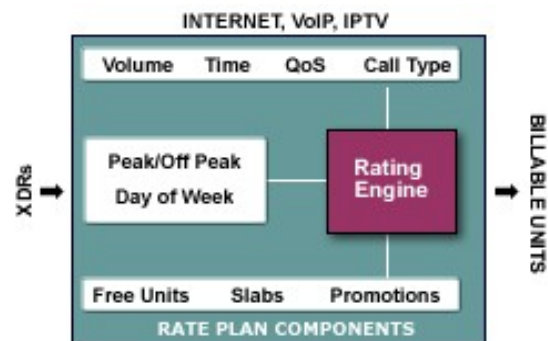
- Unified view of subscriber
- Rule based Ticket Escalation
- Mobile Gateway or IVRS based work order closing
- Customer Self care

**Payment Gateway Integrations**

Authorize.Net, Paypal, CC Avenue, Litle & Co, Adquirea, ICICI Payment Gateway, TPSL, Interswitch, ITZ Cash Card

**Contact Centres, FFA**

Drishtisoft, UPASS, Mobien, Voicegate



**Integration Partners**



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