



# Devoteam Danet

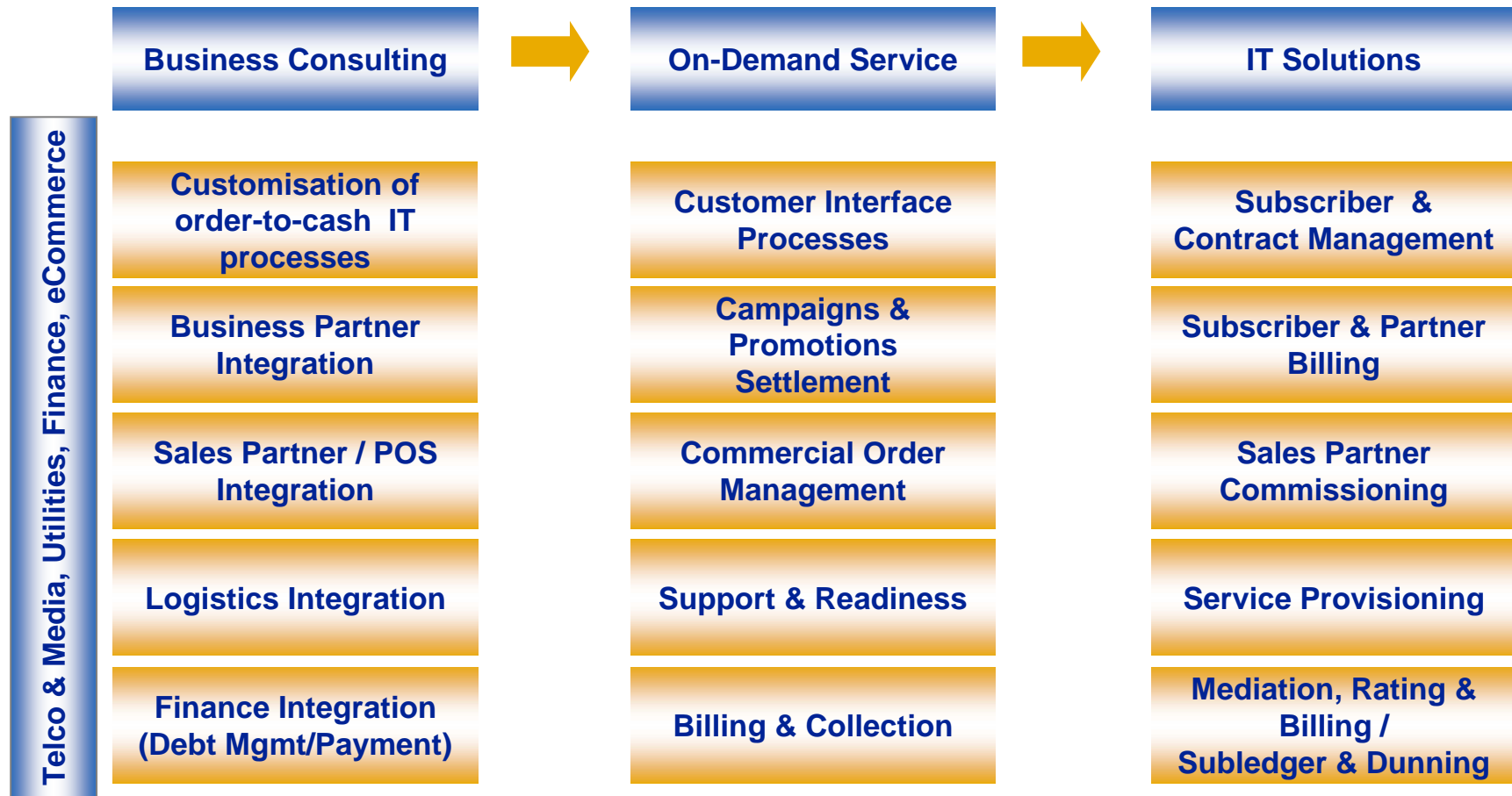
Order-to-Cash Solutions

CONNECTING BUSINESS & TECHNOLOGY

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# Portfolio Overview

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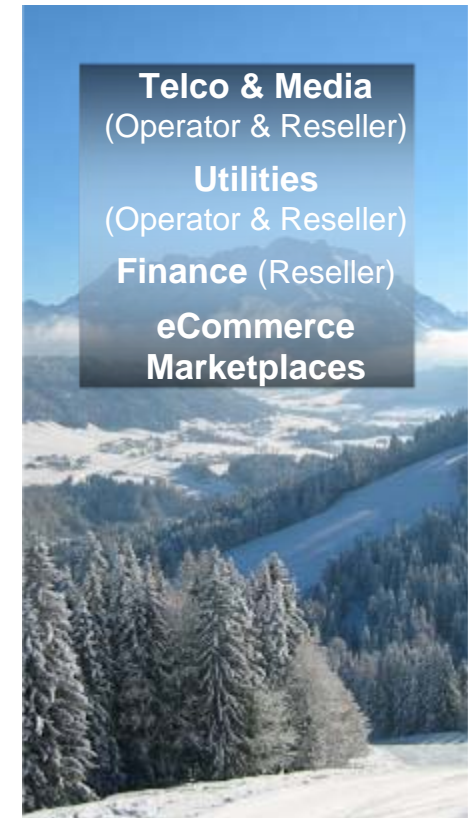


## Business Value for our customers

- **IT Process to Business Alignment;** New generation business models require highly flexible SOA architectures and reference processes easy to adapt
- **Technology to Business Alignment;** Technology has to be efficient and effective in term of the KPIs of the supported business model
- **Short-time-to-market with high quality;** Agile project management methodologies ensure the adherence to the limits of time, quality & budget

## Portfolio

- Automation of core business processes like order processing, supplier management (technical provider, logistics, ..), customer (self) care, debt management, ..
- Integration of sales partners (POS, white label, ...), finance service providers (e.g. credit checking, payment), logistics, call center agents, ...
- Competence areas: Mediation, Rating, Order Mgmt., Billing (wholesale & retail), Subledger incl. Debt mgmt, Dunning processing
- Systemintegration as experienced partner of market leading billing product vendors
- **One-Stop-shop for the whole backoffice area needed by service providers in the customer market (telecommunication & media, eCommerce, utilities, ...)**
- **Consulting, On-Demand IT Services and IT Solutions delivery**
- **Enabling of next generation business models by delivering the whole IT process chain by an on-demand business model**
- **Short time-to-market and cost optimization by the use of preconfigured IT processes**



## Service Catalogue

- Customer Interface Mgmt.
- Subscriber Data Mgmt.
- Order Processing & Service Provisioning
- Mediation, Rating & Billing for subscribers and business partners
- Subledger & Dunning
- Business Partner Integration

## Project Accelerators

- ISDP - Integrated Service Delivery Platform
- C.I.S.S. - Billing & Settlement
- VMD - Mediation & Provisioning
- DSS - Output Management
- XTC - Triple A content

## Customer Projects

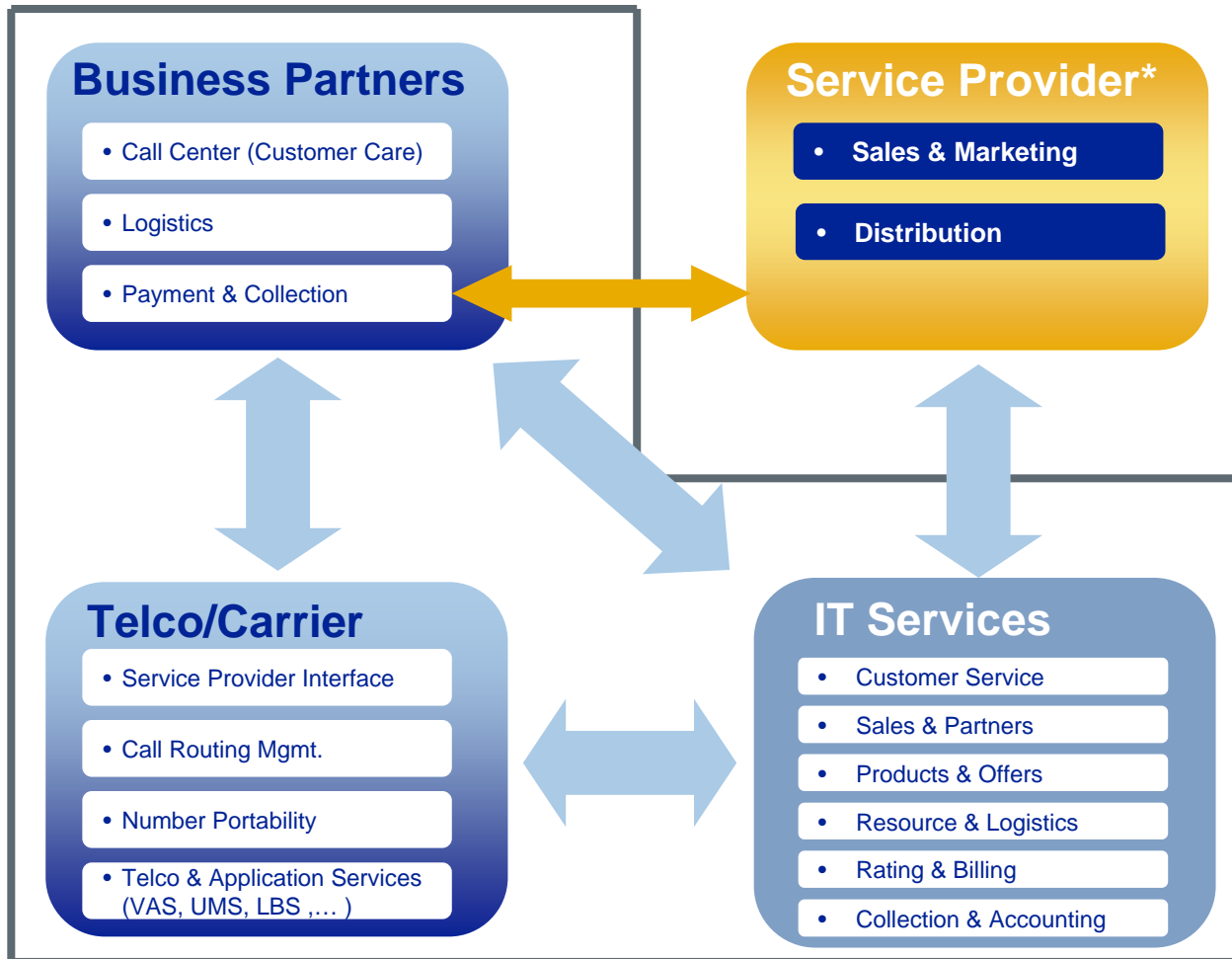


## 3rd Pary Vendor Integration

- SingleView
- Liferay, OTRS
- Oracle, Ingres

# Positioning in the ecosphere

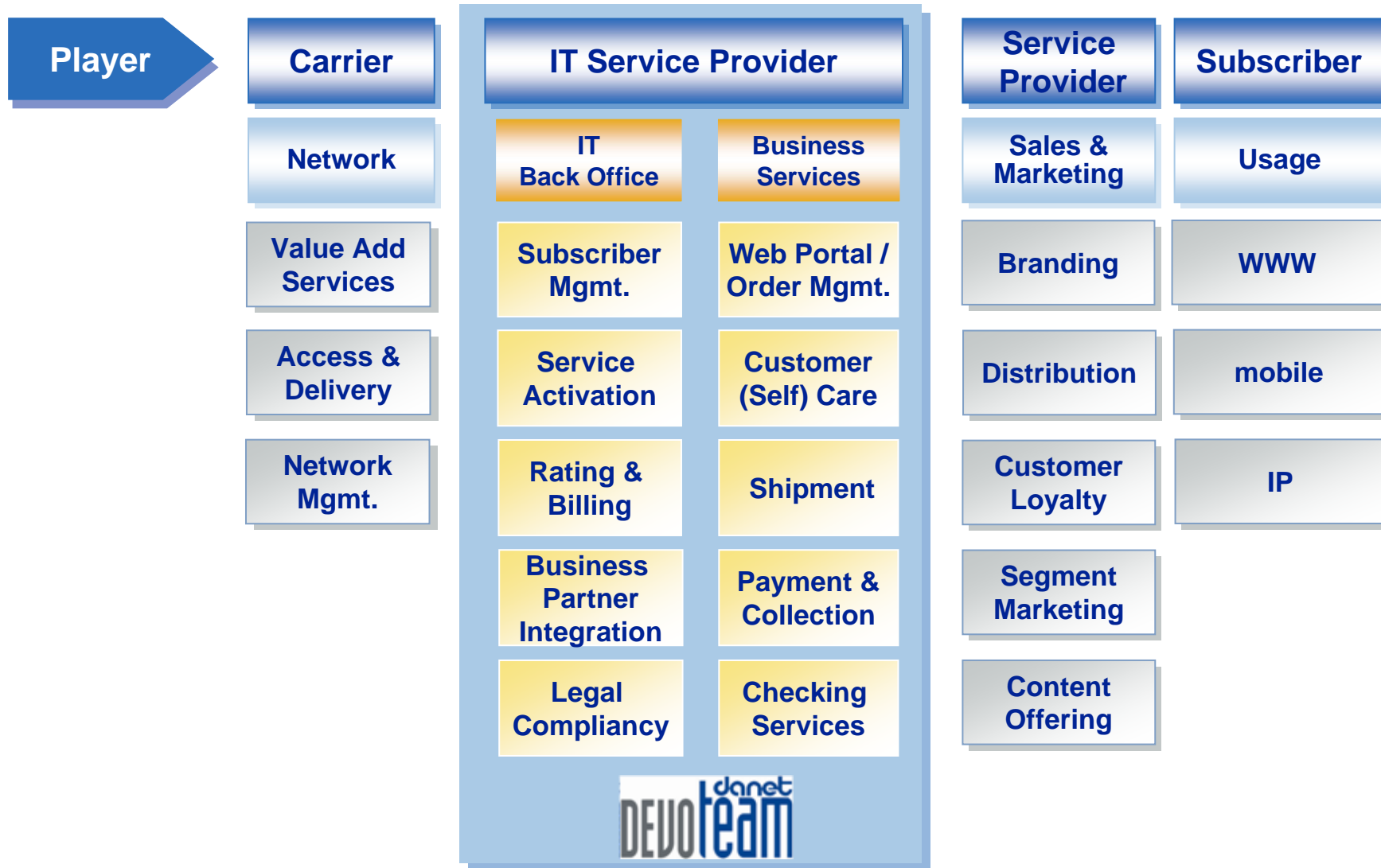
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\* Service Provider: Brand company who is offering consumer services to the mass market (e.g. Telco & Media, Content, Utility, ...)

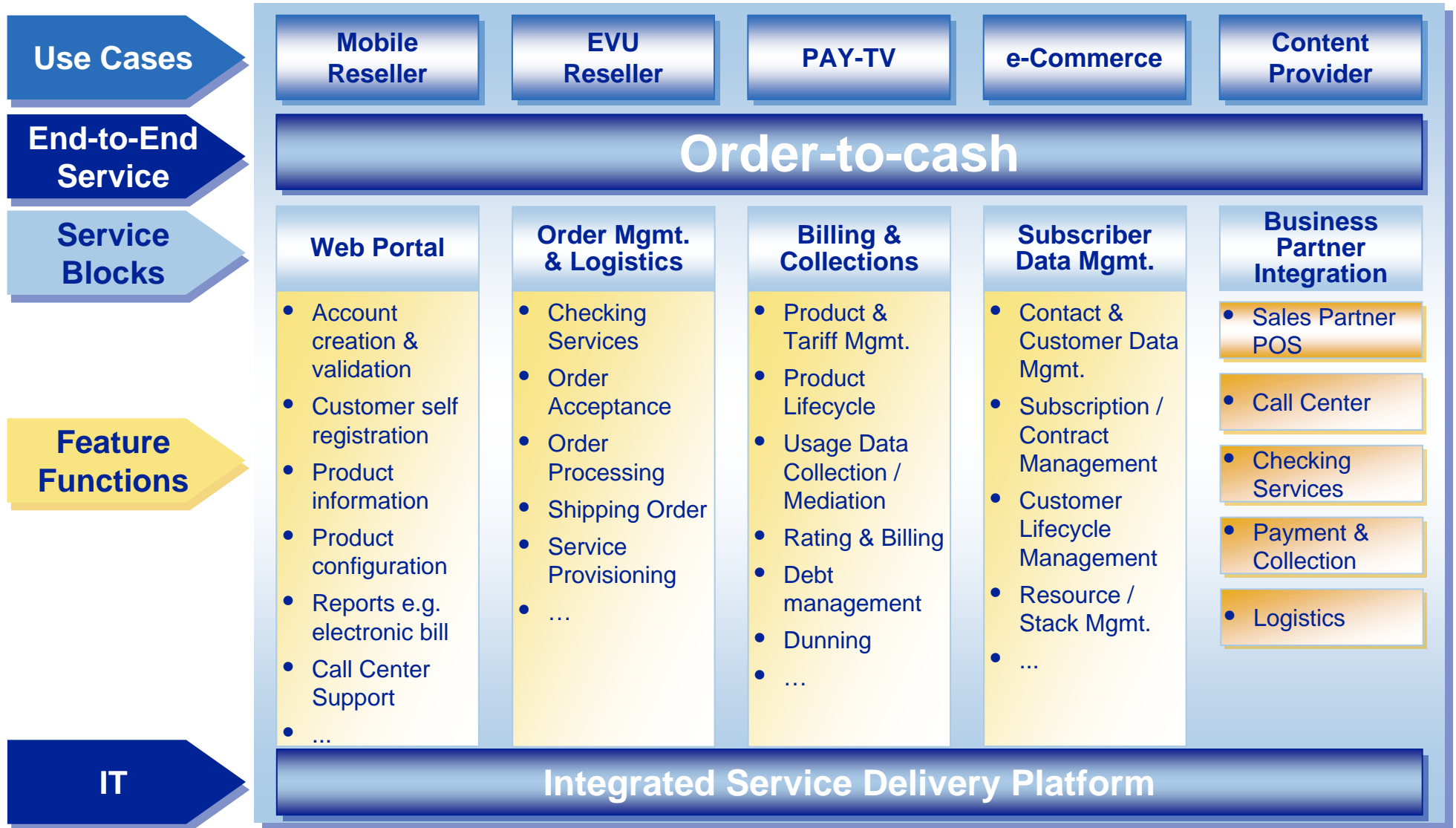
# Positioning in the value chain

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# On-Demand Service

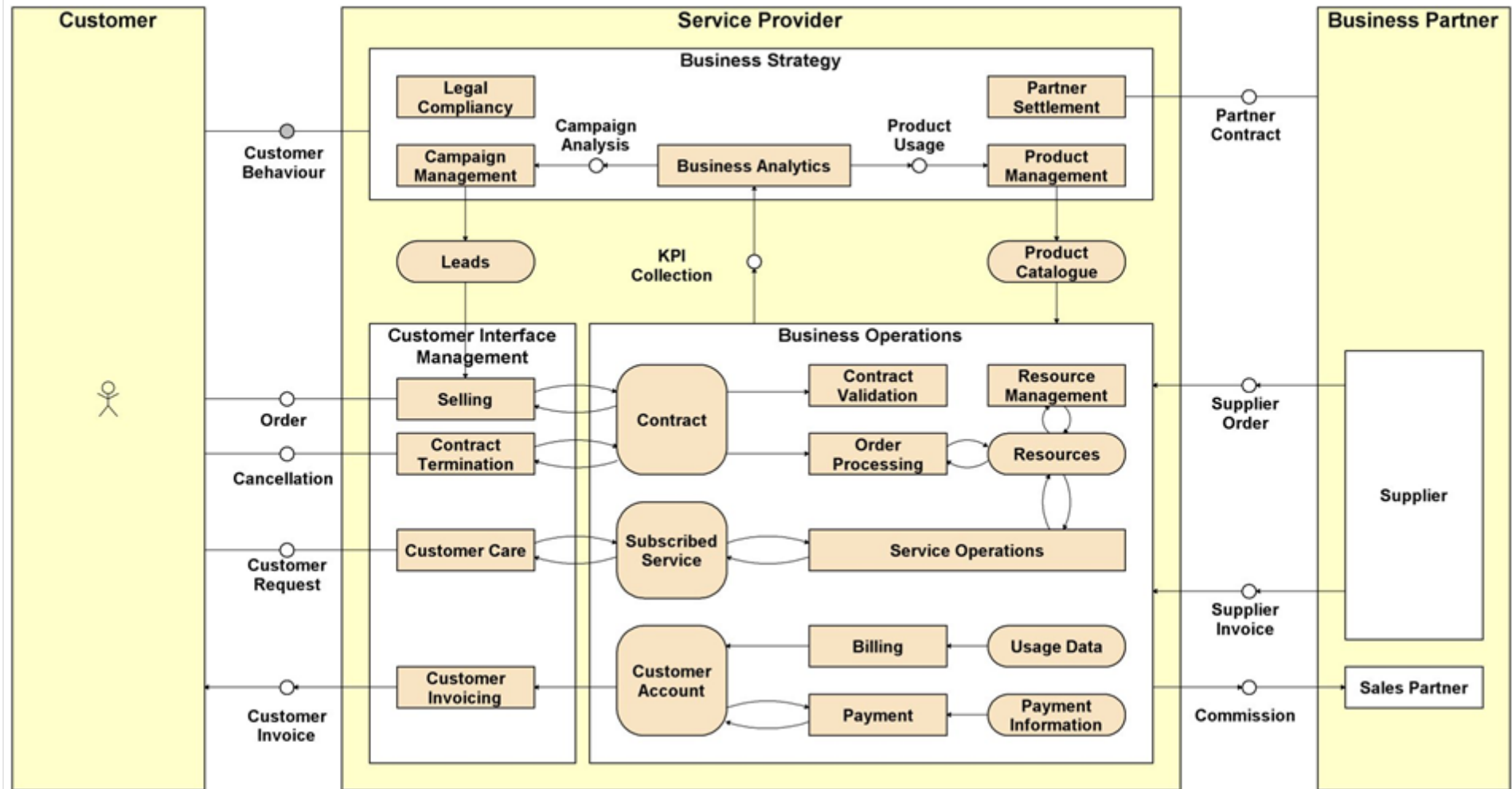
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- Discussing business model and requirements of service provider (eTOM based)
- Customisation of Devoteam Danet's reference processes
- Branding of Devoteam Danet's white-label platform ISDP
- Integration of business partners
- License model aligned to the business model of the service provider

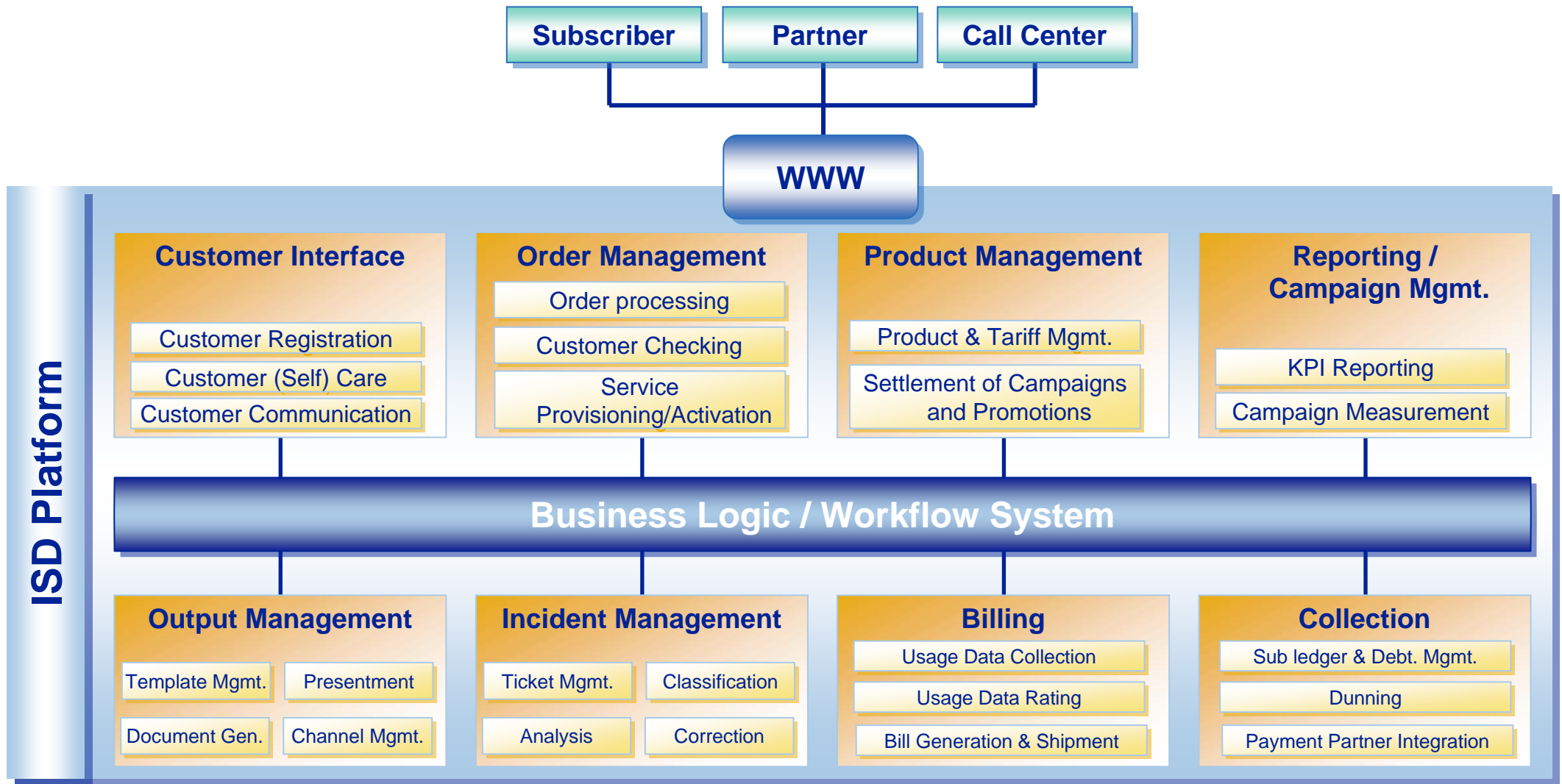
# On-Demand business landscape

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# Integrated service delivery platform (ISDP)

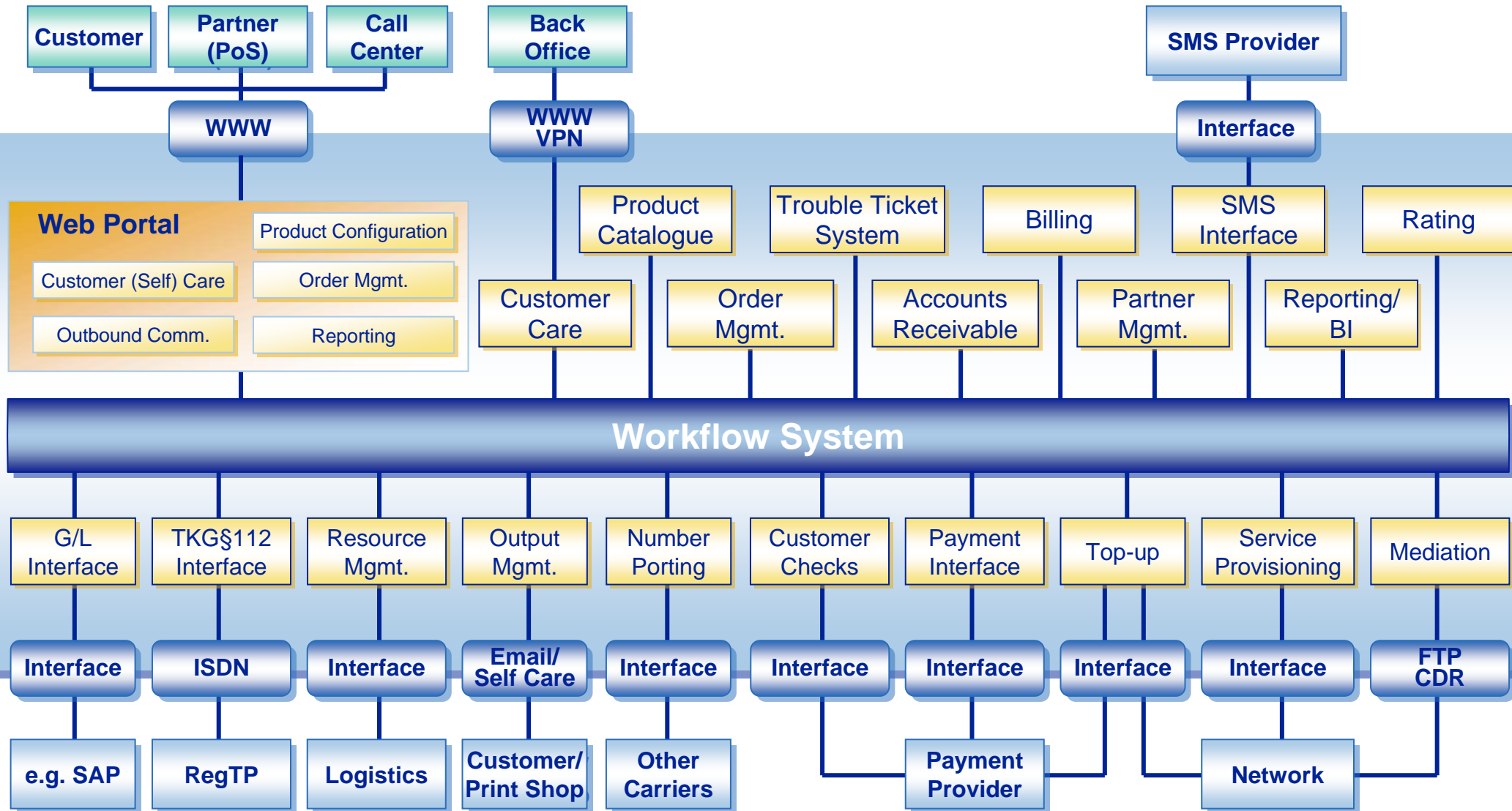
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# Example: ISDP for Telcos

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ISD Platform



# Billing & Product Catalogue Component

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## Devoteam Danet's C.I.S.S. is the Billing Component of ISDP

- Large Account Hierarchies: Multi level account structures for complex B2B Billing
- Price Flexibility: Customer specific prices can overrule standard definitions
- Convergent Billing: Multiple services like voice, data, video, and internet access over fixed line, wireless, DSL, cable, and dial-up on a single customer invoice
- Integrated Module to manage Accounts Receivables for Subscribers and Partners
- Fully integrated with the Workflow Engine

The screenshot displays the C.I.S.S. Billing & Settlement interface. At the top, there is a navigation bar with links for OPERATOR, HOME, MASTERDATA, AB, ORDERS, INVOICES, USER, ADMIN, Logout, and Help. Below this, a yellow header bar shows the current user as 'Operator: API' and the selected 'Partner Customer: 4400030000021'. The main content area is divided into several sections:

- Customer Information:** A table with fields for CODE (4400030000021), STATE (Initial), PIN (20402), FIRST NAME (Vorname: EKT0003NR000021), NAME (Nachname: EKT0003NR000021), VALID FROM (2008-03-10 14:10:08.0), and VALID TO.
- CONTACT:** A section for contact information.
- Contracts:** A table with columns for CODE, NAME, GENERAL TYPE, BUSINESS MODEL, and STATUS. One contract is listed with CODE 'C', NAME 'Default contract', GENERAL TYPE 'Unlimited', BUSINESS MODEL 'Prepaid', and STATUS 'active'.
- Bank Accounts:** A table with columns for BANK ACCOUNT, BANK, and IBAN. One account is listed with BANK ACCOUNT '123400', BANK '20041111 / comdirect AG', and IBAN.
- Addresses:** A table with columns for ADDRESS TYPE, BUZZER RECEIPT, STREET, NO, ZIP / POST CODE, CITY, Pobox, and COUNTRY. One address is listed with ADDRESS TYPE 'Legal', BUZZER RECEIPT 'Nachname: EKT0003NR000021', STREET 'Strasse 0003', NO '4711', ZIP / POST CODE '94021', CITY 'Weilheim', and COUNTRY 'Germany'.
- Account:** A table with columns for NAME, CODE, ACCOUNT STATE, and ACCOUNT TYPE. One account is listed with NAME 'Default', CODE '1205104000000', ACCOUNT STATE 'Active', and ACCOUNT TYPE 'Asst'.
- Resources:** A table with columns for VALID FROM, RESOURCE TYPE, RESOURCE ID, and PROVISIONING STATE. One resource is listed with VALID FROM '2008-03-10 14:23:04.0', RESOURCE TYPE 'MSISDN', RESOURCE ID '0170123400700', and PROVISIONING STATE 'Initial'.
- Contacts:** A table with columns for FIRST NAME and LAST NAME. One contact is listed with FIRST NAME 'Vorname: EKT0003NR000021' and LAST NAME 'Nachname: EKT0003NR000021'.

On the right side of the interface, there is a 'Quick Search (Ctrl+Q)' section with input fields for CUSTOMER ID, NAME, and RESOURCE, along with 'Switch' and 'Reset' buttons. Below this is a 'Hello Test API' section with login information: 'Login: API-admin', 'Client: AB', and 'Operator: API Test'. At the bottom right, there is a small image of a red rock.

# Reference smobil – German Mobile Reseller

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- allMobility entered the German market in QII 2006 with its first retail-based mobile service “**smobil**” (www.smobil.com).
- smobil is a low-cost prepaid mobile services offering, distributed via all 10.700 outlets as well as over the home shopping portal of market-leading drugstore chain **SCHLECKER**.
- smobil and its underlying technology, logistics and infrastructure was developed specifically for distribution over a low-cost, high efficiency discounter environment.



Devoteam Danet delivered the complete business support platform for mobile prepaid business including customer care, order management and service provisioning to the mobile incumbent

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# Reference TV Numéric – French Pay TV Provider

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- TV Numéric is offering new kind of TV bouquets for the French market
- Addressing the discount market segment
- Market launch in September 2007
- Different kind of sales channels integrated
- On-going campaigns and promotions

Les plus belles chaînes sont à vous !

Recevoir la TNT? Espace Abonné

Je m'abonne en ligne Trouver un distributeur

Les temps forts du mois de Mars

PACK TNT PREMIUM  
6 chaînes premium

TF6 L'ÉQUIPEMENT FILM L'ÉQUIPEMENT

+18 CHAÎNES DE LA TNT  
+ TOUTES VOS CHAÎNES LOCALES

LES FRAIS D'ACCÈS DE 38€ OFFERTS  
EN CE MOMENT 3 MOIS D'ESSAI GRATUITS  
DÉCODEUR COMPRIS

Seulement 9.90€ par mois

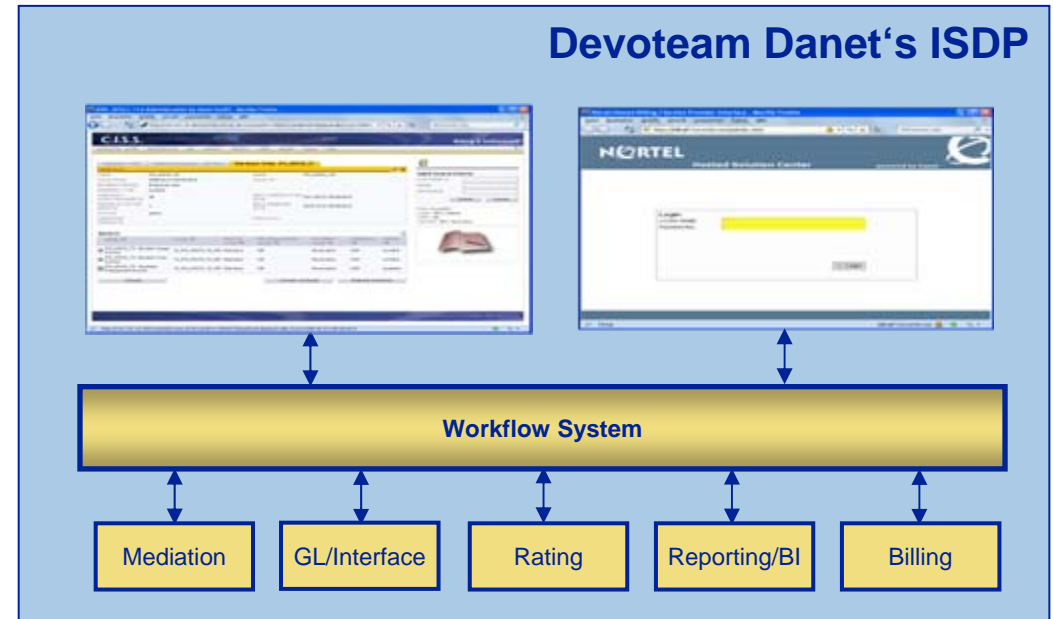
Devoteam Danet delivered the whole IT back office service as end-to-end IT service for the complete order-to-cash process chain. Fully based on components developed by Devoteam Danet.

# Reference Nortel – U. S. Hosted Platform for Telcos

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## Delivered functionality in detail:

- Rating of national and international Calls
- Wholesales Billing of Monthly Fees and Usage
- Provisioning Invoice Data to SAP
- Online Access to SP Area
- Service Provider Settlement
- Uploading of Resources (e. g. Phone Numbers)
- Regular Adoption of Price Tables
- Daily Bill Runs

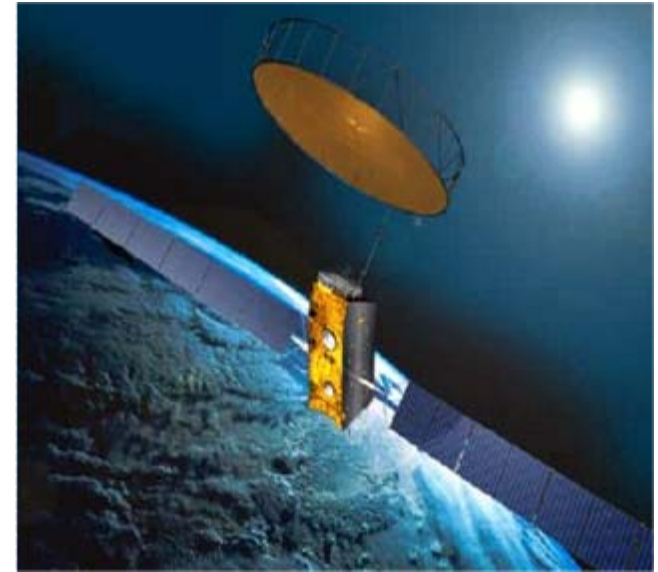


Devoteam Danet delivered the whole billing service for wholesale partners as an On-Demand IT service fully based on Devoteam Danet's accelerators

# Reference Inmarsat – Global Mobile Telco Provider

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- Pioneer of global mobile satellite communications.
- Deliver broadband communications to enterprise, maritime and aeronautical users around the globe.
- Operate a constellation of geostationary satellites for mobile phone, fax and data communications.
- More than 287,000 ship, vehicle, aircraft and other mobile users.
- New Inmarsat I-4 satellites to support BGAN service since 2005, which serves data communications at up to 432kbit/s.



Devoteam Danet delivered the whole business support platform based on 3rd party products like Singl.eView, Peoplesoft, Vitria, ...

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## Thank you for your attention!

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