

Telefakt Product Information

Telefakt is a convergent, scalable, and end-to-end telecom/datacom billing system that offers a feature rich and cost-effective solution running on off-the-shelf hardware.

Telefakt

Introduction

Hoberg & Vestrheim AS have been developing **Telefakt** for 17 years, and over that period it has been in daily use by, amongst others, the second largest operator in Norway. **Telefakt** offers unrivalled flexibility in its ability: to model complex organisations of billing and billed entities; to model pricing and discounting schemes; and to allow rapid modification of those models. This sophistication and flexibility allows **Telefakt** to rapidly respond to changing business processes and priorities, rather than to dictate them.

Telefakt is demonstrably of industrial strength – individual instances of the system have routinely billed over €100 Million per year. It offers value for money at unprecedented levels – e.g. ongoing costs (i.e. support and evolutionary development) can be less than 0.4% of the billed turnover.

Continued refinement and customisation has enabled our customers to handle complex, high volume billing, whilst ongoing product development caters for future billing needs.

Client satisfaction is evident through **Telefakt** steadily billing larger proportions of our clients' revenues as they adopt it for additional services and additional business units.

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Telefakt Features

Customer modelling

Telefakt lets you reflect directly the structure of your customers. For example, national, regional, and local offices of a customer are represented as such in Telefakt, but each office can receive its own bill or have it added as a separate item to any other office's bill. Similarly, a customer can have all its business units individually reported on the bills it receives.

Product modelling

This provides comprehensive representation of both the billable services and their method of payment:

- **Telecom products:** For example, telephony, consulting, and equipment rental.
- **Datacom products:** For example, narrowband/broadband access, content, hosting, domains, email, and equipment sale.
- **Payment types:** Prepaid, post paid, and down payments.
- **Charge types:** Recurring, usage, and one-off-charges.
- **Product hierarchies:** These permit the organisation of, and thus ease of access to, large product offerings.

Discount modelling

Telefakt offers a range of day, date, counting, and usage metrics upon which to build sophisticated discounting schemes. These are setup, viewed, and modified in real-time by you without the need for our involvement.

Billing company modelling

A core architectural feature of Telefakt is its ability to model sophisticated arrangements of the billing company or companies.

- Multiple billing-companies can exist independently within a single instance of Telefakt.
- A hierarchy of resellers and dealers can exist between the billing company and the customers. With a clear modelling of the concept of 'customer ownership'.
- Bills can be invoiced from any of these entities.

User interfaces

A comprehensive Web interface supports customers, dealers, resellers, and a variety of internal users beyond the billing department. A powerful windows-based client interface supports the back-office functions.

Business-function interfaces

A number of user-interfaces are offered, each with its own abilities and restrictions, but all tailored to provide the power appropriate to a particular group of people and their business function. A framework of access and control 'policies' is the basis for these interfaces – with no limit to the number that can be setup.

Customer self-management

This particular business-function interface allows customers to view their bills, payments, subscriptions, and personal details. It also allows them to order new or upgraded services.

Payment management


- **Accounts Receivable:** This allows the progress of all invoices to be tracked and managed. Reminders are issued both manually and automatically.
- **Credits and Refunds:** Full and partial settlement via credit notes and refunds is supported, along with the automatic calculation and posting of refunds for such things as upgrades, terminated services, and downtime.
- **Bank integration:** For the customer, Telefakt produces pre-formatted machine-readable bank payment slips. For you, integration with central banking systems eliminates tedious and time-consuming manual data entry. This ensures that all payment information is up-to-the-minute.
- **Taxation:** An arbitrary number of tax rates allow flexibility and future proofing.
- **Debt Factoring:** For rapid cash collection and/or delinquent customers, interfaces to factoring services are already in place.

Online bill viewing

CSRs, dealers, resellers, and customers can inspect all details of current and past bills. This detail includes all payments, credit notes, and refunds – each associated with the relevant invoices.

Customer history

CSRs, dealers, and resellers can view a detailed history of all customer subscription, invoicing, and payment activity. In addition, all modifications made to information (e.g. name/address, bank-detail, invoice day changes) are recorded and viewable.



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Convergence

Telefakt was designed for convergence right from the start – it is anchored in the core of the system and applies to all aspects of the billing process, not just services:

- **Convergent Service billing:** all billable services can appear on individual invoices, arbitrarily grouped on several invoices, or unified to a single invoice.
- **Convergent Discounts:** cross-discounts can be applied to any combination of products/services regardless of their types, and regardless of which invoices on which they are destined to appear. These discounts are invoked by a variety of conditions and triggers, again, across any combination of products.
- **Convergent Customer billing:** Cross-customer and group discounting allows, for example, discounts to be calculated based upon aggregates across the group instead of only within a single customer.

Provisioning interface

Automatic event-triggers provide a flexible framework for integration (both real-time and scheduled) with existing provisioning infrastructures (be they electronic systems, or manual procedures).

Telephony mediation

Telefakt's usage data collection engine is already integrated with various telephony switches (Voice and VoIP). New interfaces can be set up easily, with tasks such as generic error handling (e.g. duplicate, missing, and scrambled data) and pre-rating handled at a higher level.

Rating engine

Whether services are charged by minutes, bytes, messages, QoS, transactions, events, or other metrics – the Telefakt rating engine handles them all in a unified manner

Executive reporting

A real time console-like approach to reporting is taken rather than the traditional post-hoc approach. Across the user-interfaces, a variety of real-time indicators are presented. These indicators include novel up-to-the-minute breakdowns of invoiced, paid, and outstanding amounts across customers, dealers, and resellers. Those particular indicators exemplify our drive to provide the information necessary to assess the real 'value' and importance of individual customers.

Example business benefits

Telefakt's sophisticated customer modelling allows your customers to specify where their bills are sent, how their office-by-office usage is divided across those bills, and how the individual usage is presented on the bills. Combined with the flexible and convergent modelling of products, Telefakt enables you to strongly differentiate your offering in novel ways.

- The billing-company modelling allows you to reduce costs by distributing effort/costs away from the centre via resellers and dealers.
- Cross-customer and group discounting allows flexibility in contract negotiation with large and/or distributed customers.
- The integrated workflow features make it easy to apply, or even enforce, your customer relationship processes and business processes in a coherent and auditable manner.
- Online bill viewing permits more effective communication between CSRs and customers.
- Bank and factoring integration combined with real-time reporting of accounts/receivables empowers your employees and dealers to prioritise their activities on your most valuable and reliable customers.
- Bank integration of payment posting provides up-to-the-minute information – thus supporting CSRs interaction with customers, and enabling accurate real-time financial and operational reporting.
- The combination of Telefakt running on off-the-shelf hardware, its scalability, and Hoberg & Vestrheim's range of flexible pricing models allows Telefakt to be a perfect match for a wide range of company sizes – and to remain a match during even the most rapid of growth.

Telefakt is available in a variety of pricing models – but whether up-front, pro-rata, or hybrid, our focus is to ensure predictable and budgetable billing costs.



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