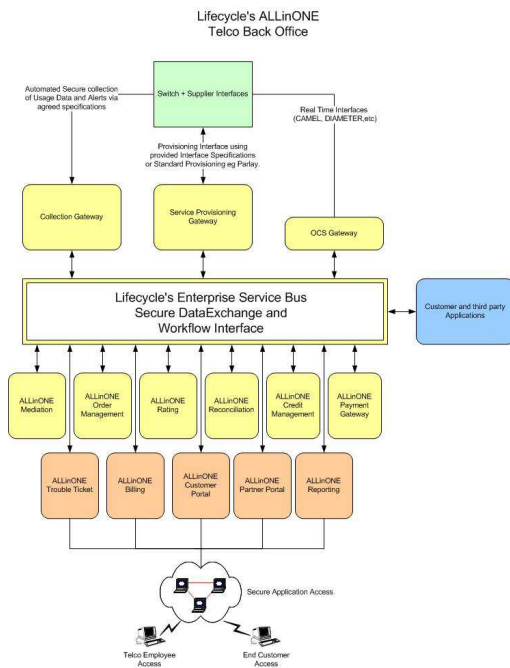




# ALLinONE Telco Back Office

## Overview

Lifecycle's ALLinONE platform provides a complete web based scalable Telecoms back office solution. Encompassing plug and play components for mediation, provisioning, order management, billing and collection, trouble ticket, customer self care and reporting, it is now possible for any sized telecoms business to acquire and run a truly future proof converged billing solution.



### ALLinONE Mediation

In order to provide a converged billing solution you must be able to collect and process event and charge data from any source in a reliable and transparent manner.

ALLinONE Mediation - Features
Fully Automated solution
Supports multiple protocols and file formats
Proven robust and scalable solution
Full Logging and Audit Trail support
Multiple input formats
Multiple output formats
Ability to View and Troubleshoot Binary Files
Real Time and Near Real Time Collection

ALLinONE has the ability to collect data in multiple formats, from multiple sources, using multiple protocols, in a scalable and robust manner. ALLinONE also provides a web based management

interface to control and report on all collection activity. Activity logs are maintained enabling system audits, validation for completeness and file integrity built in, plus automated error management and reprocessing.

Once collected, the data is processed by ALLinONE's data transformation tool, which converts any format input data into a readable output format. Transformation validates the format of the data and allows it to be formatted and normalised for downstream processing. During this process, corrupt files and records are managed through error processing, minimising the delay to downstream revenue processes. Many different output feeds can be created in multiple formats and again logs of all activity are maintained.

### ALLinONE Rating

ALLinONE provides the ability to process events in real time as well as in near real time batches. This provides the flexibility to run a mixture of prepaid and post paid products in one converged rating environment. With an optional IN platform, ALLinONE can support CAMEL and Radius, ideal for Fixed and Mobile Integration.

ALLinONE Rating - Features
Supports real time and near real time rating of events
Support for Bundles and Packages
Optional IN Platform provides support for Camel and Radius.
Support for multiple rating processes to ensure saleability
Support for multiple complex rating scenarios
Flexible pricing supporting wholesale and retail

### ALLinONE Order Management

ALLinONE's Order Management (OM) platform supports all the main data capture and workflow activities associated with processing and provisioning prospect data and sales orders. Starting with customer capture, ALLinONE's OM platform allows any number of sales order scenarios to be mapped into specific order types. Each order type supports its own data capture and provisioning workflow process, enabling converged product provisioning to be supported from cradle to grave. In addition to order processing, customer care agents are provided with access to a customer's operational and billing data in



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real time, providing instant access to customer status information.

## ALLinONE Order Management - Features

Single platform, multiple levels of customer support, e.g. Wholesale, Reseller, Dealer, Enduser.  
Single platform – Multiple Order types  
Workflow specific to each order type  
External Workflow Steps supported, e.g. Experian, Address Check, Bank Check.  
Real Time presentation of order status  
Support for customer care access  
Trouble Ticket support

## ALLinONE Billing

ALLinONE's billing engine provides a truly converged billing environment where any number of products and services can be billed from a single platform. This is enhanced with a flexible rating engine that can support complex pricing and bundling rules for both prepay and post pay. All this is combined with the ability to bill residential subscribers right the way through to large corporates with appropriate Invoice format, bundling and online business analytics.

This means one customer can be setup with

- ⤴ Prepay Services
- ⤴ Post Pay Services
- ⤴ Revenue Share Services
- ⤴ Fixed charges
- ⤴ Recurring charges
- ⤴ Different Invoice formats for different services
- ⤴ Reseller / White Label support

## ALLinONE Billing - Features

Converged Prepay and Post pay Billing  
Flexible Bill Cycles  
Flexible rating supports complex call charge scenarios  
Support for Bundles (Prepay and Post Pay)  
Preview Bill Runs at any stage of the bill cycle  
Scalable to allow very high volumes of Customers and Event data.  
Extensive one off and recurring charge capabilities.  
Multiple Invoice formats, including support for billing wholesale customers.

## ALLinONE Reconciliation

If you want to ensure you are billed correctly by your suppliers you need to be able to calculate your expected costs for all events and charges.

ALLinONE utilises its entire customer rating and charge capabilities in its management of supplier data. So any call you rate, can also calculate its cost. Any charge you apply to a customers invoice can also be setup with a supplier cost. This allows for 2 critical revenue assurance activities to take place – Margin Analysis and Supplier Reconciliation.

ALLinONE also supports other more tailored settlement arrangements including swap deals and capped costs.

## ALLinONE Reconciliation - Features

Costs all events and charges  
Maps locations to supplier rate card  
Up to date margin reporting  
Supplier Bill verification  
Dispute Reports to CDR level  
Support for swap deals and capped pricing.

## ALLinONE Credit Management

The ALLinONE credit management functionality is designed to provide an automated way to manage risk. ALLinONE provides the ability to setup different spend thresholds and allocate customers to an appropriate level of credit.

A customers spend is tracked and if they hit any of the threshold limits, a workflow is activated based on the severity of the threshold being breached. These actions include sending email and SMS communications and/or blocking customer's inbound or outbound calls. As customer payments are made, their balance is adjusted accordingly.

## ALLinONE Credit Mgt - Features

Multiple Credit Thresholds support full customer base no matter what spend  
Automatic workflow alerts sent internally and to customer  
Automatic blocking of services when threshold exceeded  
Automatic unblocking of services when payment received



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## ALLinONE Partner Portal

If you want to provide your customers with the ability to provision and manage their own services then the ALLinONE partner portal can be configured to work in your specific environment.

The Partner Portal provides some standard functionality and can also integrate with your own specific network environment to allow service provisioning to be performed via the portal. Standard functionality includes the ability to download CDR files and charge files. The ability to provide online invoices, pricing and product information. The ability to broadcast network status alerts and other messages. It also provides a near real time view of CDRs and provides some online reports but also gives partners the ability to select the scheduled reports and alarms that they want delivered via email or SMS.

Service Provisioning can be provided in a number of ways. Where we have existing provisioning to your service partner or switch, this can simple be switched on. If we need to add new functionality we can incorporate this via the menu structures. Or via a secure link to an existing platform if the functionality already exists.

### ALLinONE Partner Portal - Features

Branded portal to allow your partners to self manage their products and services  
Ability to provide information to partners in a secure and professional manner  
Extensive reporting capability  
Integrated into ALLinONE Trouble Ticket, giving partners the ability to raise and track issues.  
Automation of provisioning minimises support requirements  
Full API support allows your partners to plug into your systems and make it easier to select your products and services from their own applications.

## ALLinONE Self Care

AllinONE Self Care provides your customers with the ability to see information and manage their own environment. Not only this, but if your customers sell

on these services they can create another tier of functionality where their customers have access to functionality specific to them. This works in both prepay and Post pay environments, allowing a multi-tier capability to be setup.

ALLinONE self care can be configured as a simple online invoice portal. However it can also be configured as a multitier converged prepay / post pay full service platform. The key is its flexibility to work in a way that meets your own specific requirements.

### ALLinONE Self Care - Features

Multi Tier White Label Portal  
Functionality configured to suit your specific requirements  
Supports converged services for both Prepay and Post Pay.  
Integrated into ALLinONE Trouble Ticket, giving customers the ability to raise and track issues.  
Full API support

## ALLinONE Payment Gateway

ALLinONE has the ability to manage different types of customer payments and allocate these to a customers account. Direct Debit, Credit / Debit Card, or manual payments can be supported and we can link via our existing payment providers or through your own nominated provider assuming they have appropriate APIs.

If a customer has been barred due to lack of funds, receiving a payment can trigger workflow events, such as unbarring calls and sending an SMS to advise of receipt of funds / status change.

### ALLinONE Payment Gateway - Features

Supports multiple different types of payment mechanism including Credit Card, Direct Debit and PayPal  
Activity and Ledger reporting  
Workflow triggers  
White label online customer front end  
Invoice Presentation and Document Management functionality



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### ALLinONE Traffic Monitoring

ALLinONE provides you and your customers with the ability to monitor and alert when usage may be outside the normal. This capability provides a way to help your customers limit their exposure to Fraud or misuse.

#### ALLinONE Traffic Monitoring - Features

- Real-time event screening
- Regressive rule-based screening
- Flexible and secure web interface
- Full audit trails
- Advanced alarming system, featuring SMS and Email alerts and full alarm timetables
- High performance
- Reduces risk to Fraud

### ALLinONE Reporting

The reporting engine for ALLinONE provides a view across all activity and presents the information in both static and dynamic formats. Static reports allow for quick and easy access to reports that are run over and over again. These reports can be included on the user dashboard or requested via the UI.

Dynamic reports can be generated by the user using the in built Report Builder; reports are based on what information a user's security levels will allow him to see. Reports can be output in various formats, including PDF and excel.

#### ALLinONE Reporting - Features

- Static and Dynamic Reports
- Secure Web Interface
- Dashboard for immediate access to KPI data
- Report Builder allows user reports to be built and shared across user groups
- Export in multiple formats

### ALLinONE Ticketing

ALLinONE Ticketing provides a fully functional and tailorable Problem Management capability. Accessible by customers and staff, from any of the ALLinONE application front ends, tickets and associated workflow management can be managed

through this application. Ticket queues can be managed at different levels, and tickets reallocated or escalated depending on SLA.

#### ALLinONE Trouble Ticket - Features

- Multiple Ticket Types and Ticket Queues
- Workflow actions based on ticket characteristics
- Access by different types of users including customer access
- Activity Reporting including SLA reports

### ALLinONE Business Planner

The ALLinONE business planner is a modeling tool designed to allow what if changes to be made to the system. These changes can then be applied to existing data to see how the financial performance would be impacted historically. It is possible to apply a change once modeling has been completed, this change will only apply to future activity.

#### ALLinONE Business Planner - Features

- Sets a new pricing model up to do what if reporting
- Apply to last 3 months billed data to identify impact of the change without changing the production data.
- Option to apply price changes to live system and reprocess unbilled data

### Further Information

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