Internet Dial Minutes Client Solution

Powered by ASC Contracts™

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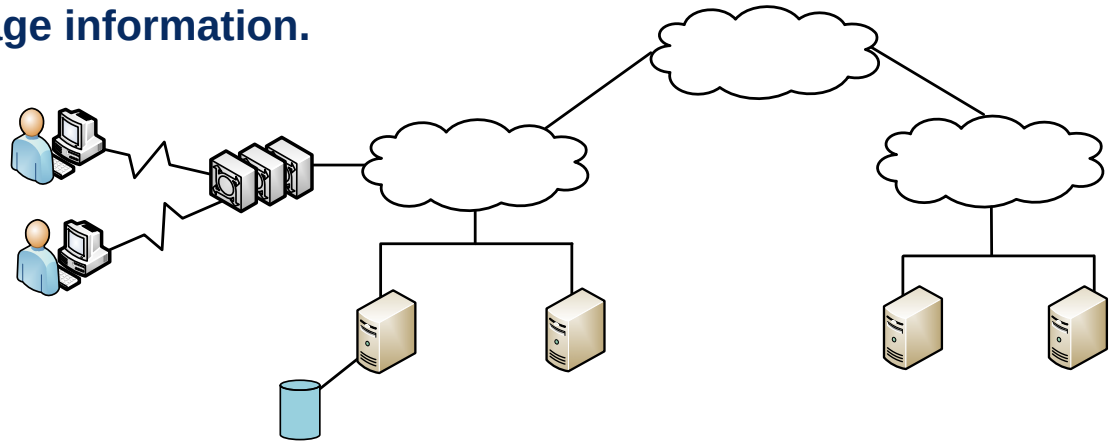
Internet Dial Minutes (IDM)

- **Internet Service Provider (ISP) had a national network infrastructure to facilitate dial up connectivity to the internet.**
- **ISP resells or wholesales this dial up connectivity to other ISP's.**
  - **Establish wholesale client contract & contracted rates.**
  - **Configure network to authenticate using client servers.**
  - **Capture session usage information.**
  - **Rate and bill client.**

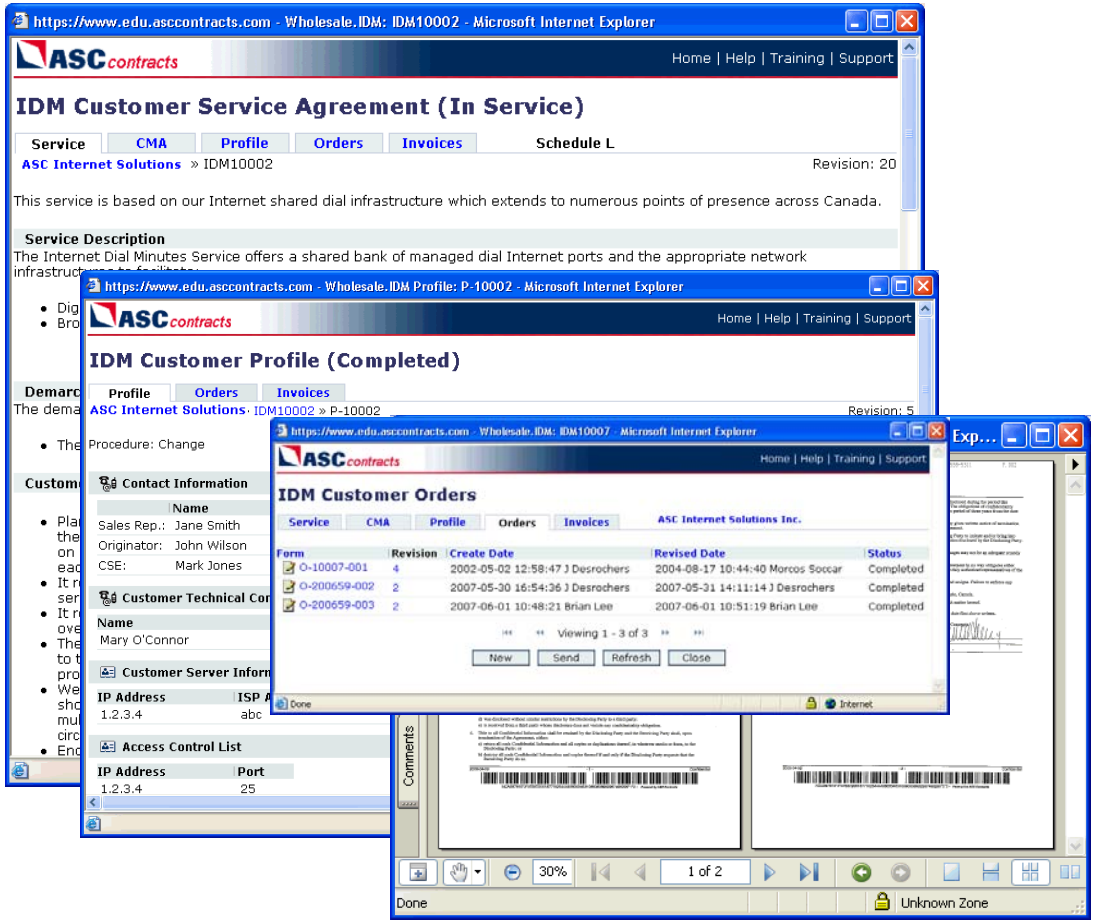


Business Challenge

- **Operational inefficiencies:**
  - **paper intensive contract management process**
  - **lost or misplaced contracts, order re-issues, faxing of contracts, no automated renewals etc.**
  - **lengthy contracting process affected sales cycle**
- **Major billing discrepancies and Revenue Leakage:**
  - **missing contracts and contracted rate information**
  - **unbilled or under-billed services**
  - **billing accuracy lower than 25% in some cases**
- **Compliance and Legal Risk issues**

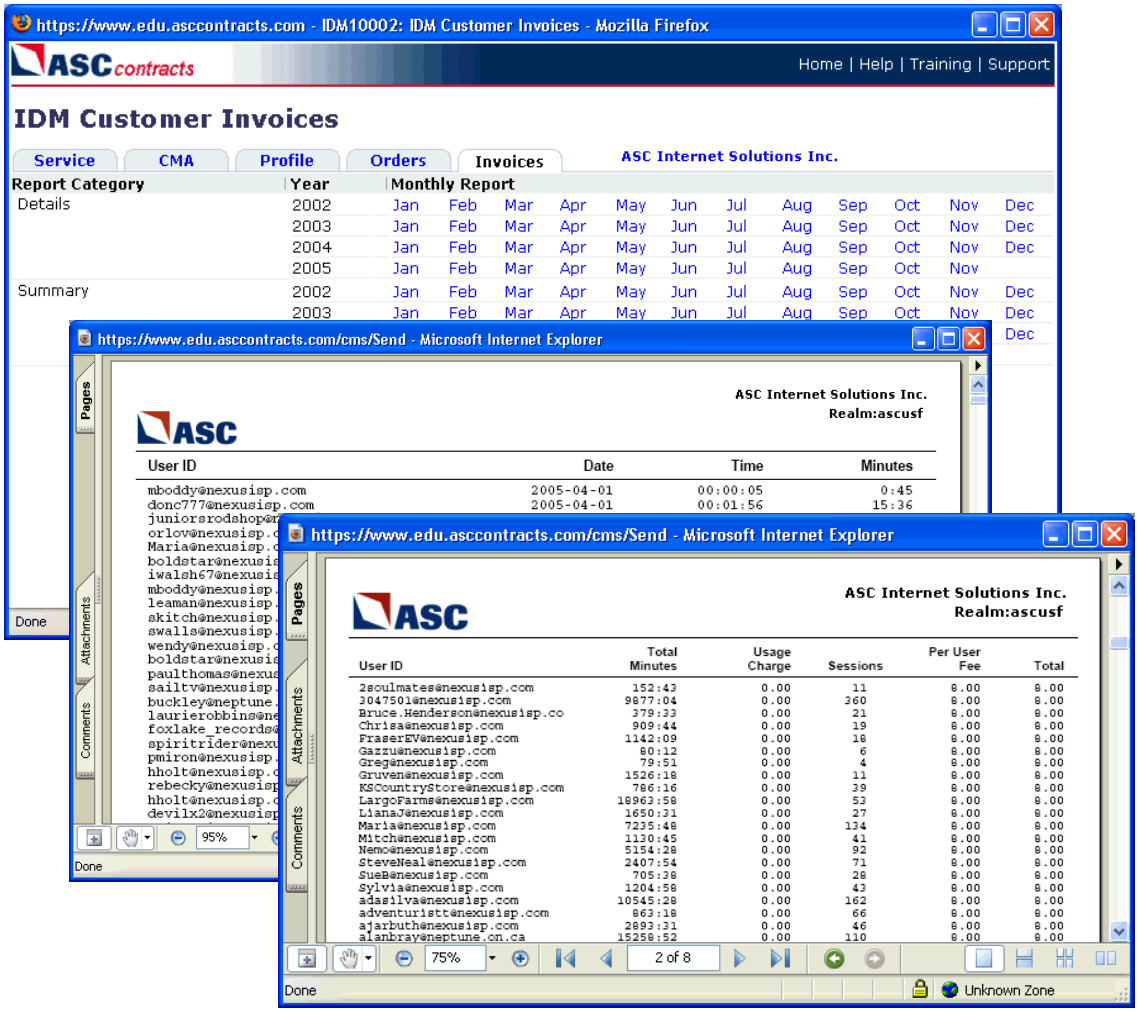
Solution Overview

- **Client application leveraging ASC Contracts™ to:**
  - **Capture and manage customer contracted data and order activity.**
  - **Collect usage.**

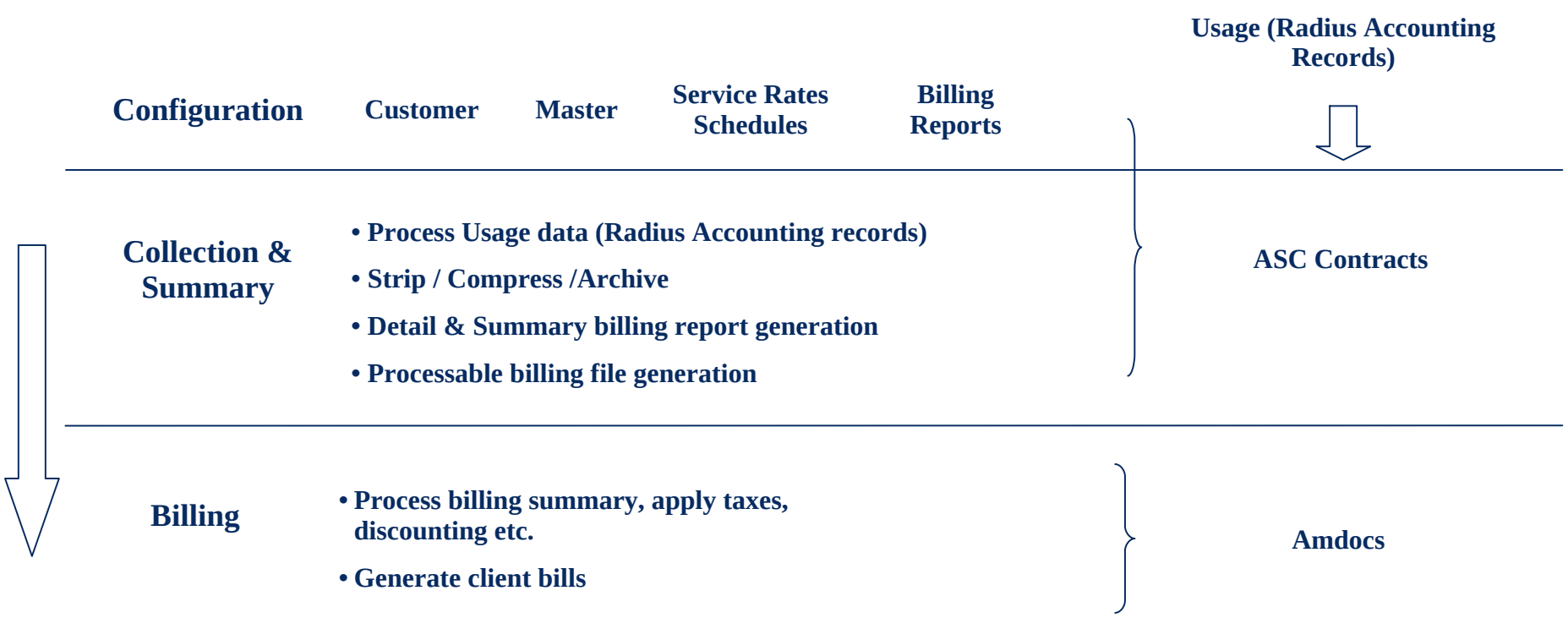


Solution Overview (cont)

- **Apply customer contracted per minute and fixed rates.**
- **Generate and host billing detail and summary reports and processable billing files.**
- **Mechanized transfer of generated processable billing record files to Amdocs billing system.**



Solution Overview (cont)



Benefits

- ✓ **Cost Reduction and Revenue Generation**
  - Assures billing accuracy.
  - Allows for successful invoicing.
  - Allows for usage analysis and billing discrepancy resolution.
  - Eliminates revenue leakage.
- ✓ **Operational Efficiencies – Cost Savings**
  - Automates paper intensive contract management process.
  - Improves compliance, enforces business rules.
  - Bar coded signed contract images ensure authenticity and accuracy.
  - Automates change management process.
  - Automated monthly collection and rating of usage data.
  - Invoice data generated automatically and transferred to billing department.
  - Mechanized monthly generation of detailed and summary ISP billing and usage reports.
  - Adhoc and scheduled reporting.
- ✓ **Speed of Implementation and Ease of Use**
  - Easy to use web based application.
  - Scalable and configurable to suit individual needs.

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Summary

Leveraging the ASC Contracts™ application, client implemented an Internet Dial Minute (IDM) solution to:

- **Capture and manage customer agreements and order activity.**
- **Enforce business rules and improve compliance.**
- **Collect, analyze and process the usage data with a proven and automated methodology.**
- **Apply contractual rates to the usage data with complete accuracy.**
- **Generate monthly invoice data.**
- **Provide invoice data to billing systems for processing.**
- **Provide on-line access to Detailed and Summary ISP Billing and Usage Reports.**
- **Capture and manage historical information.**

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Contacts

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