



Internet Dial Minutes Client Solution

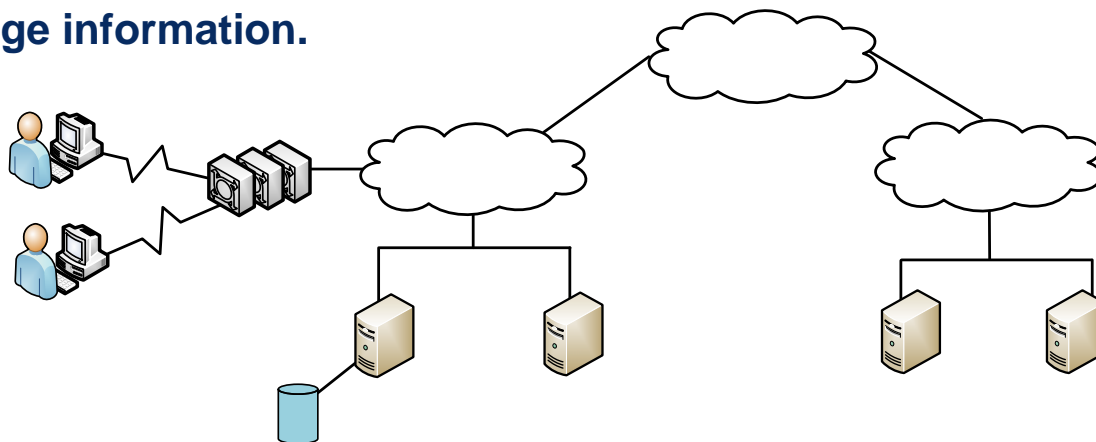
Powered by ASC Contracts™

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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.

The screenshots illustrate the ASC contracts web application interface. The top window displays the 'IDM Customer Service Agreement (In Service)' page, which includes navigation tabs for Service, CMA, Profile, Orders, Invoices, and Schedule L. The middle window shows the 'IDM Customer Profile (Completed)' page, featuring tabs for Profile, Orders, and Invoices. The bottom window displays the 'IDM Customer Orders' page, which contains a table of orders with columns for Form, Revision, Create Date, Revised Date, and Status. Below the table are buttons for New, Send, Refresh, and Close. A 'Comments' section at the bottom of the bottom window includes a barcode and a 'Done' button.

Form	Revision	Create Date	Revised Date	Status
O-10007-001	4	2002-05-02 12:58:47 J Desrochers	2004-08-17 10:44:40 Marcos Soccar	Completed
O-200659-002	2	2007-05-30 16:54:36 J Desrochers	2007-05-31 14:11:14 J Desrochers	Completed
O-200659-003	2	2007-06-01 10:48:21 Brian Lee	2007-06-01 10:51:19 Brian Lee	Completed



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.

The screenshots show the following data:

Top Screenshot: ASC Internet Solutions Inc. - IDM Customer Invoices

Report Category	Year	Monthly Report											
Details	2002	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	2003	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	2004	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Summary	2002	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	2003	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	2004	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec

Middle Screenshot: User Activity Report

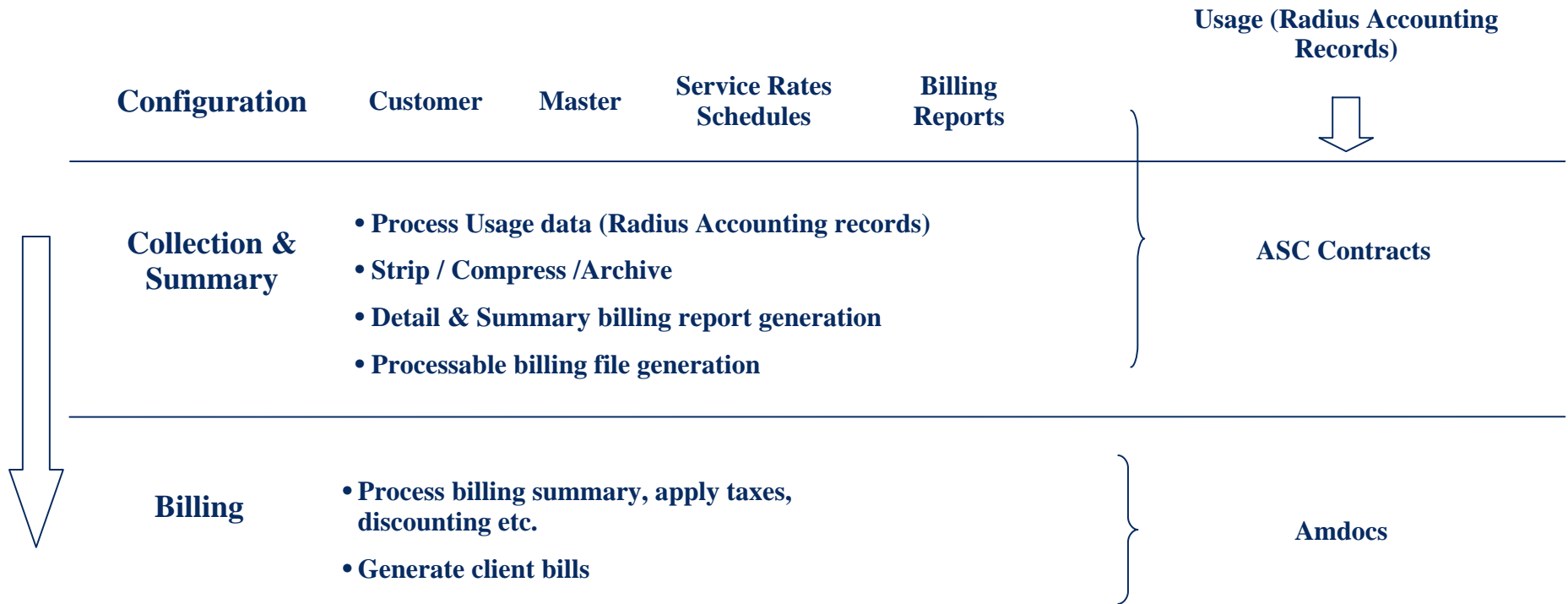
User ID	Date	Time	Minutes
mboddy@nexusisp.com	2005-04-01	00:00:05	0:45
donc777@nexusisp.com	2005-04-01	00:01:56	15:36

Bottom Screenshot: Detailed User Billing Report

User ID	Total Minutes	Usage Charge	Sessions	Per User Fee	Total
2sculmate@nexusisp.com	152:43	0.00	11	8.00	8.00
3047501@nexusisp.com	9677:04	0.00	360	8.00	8.00
Bruce.Henderson@nexusisp.com	379:33	0.00	21	8.00	8.00
Chris@nexusisp.com	909:44	0.00	19	8.00	8.00
FraserEV@nexusisp.com	1142:09	0.00	18	8.00	8.00
Gazus@nexusisp.com	80:12	0.00	6	8.00	8.00
Greg@nexusisp.com	79:51	0.00	4	8.00	8.00
Gruven@nexusisp.com	1526:18	0.00	11	8.00	8.00
KSCountryStore@nexusisp.com	786:16	0.00	39	8.00	8.00
LargoFarm@nexusisp.com	18983:58	0.00	53	8.00	8.00
Llan@nexusisp.com	1650:31	0.00	27	8.00	8.00
Maria@nexusisp.com	7235:48	0.00	134	8.00	8.00
Mich@nexusisp.com	1130:45	0.00	41	8.00	8.00
Nemo@nexusisp.com	5154:28	0.00	92	8.00	8.00
Steve@nexusisp.com	2407:54	0.00	71	8.00	8.00
Sus@nexusisp.com	705:38	0.00	28	8.00	8.00
Sylvia@nexusisp.com	1204:58	0.00	43	8.00	8.00
adasilva@nexusisp.com	10545:28	0.00	162	8.00	8.00
adventurist@nexusisp.com	863:18	0.00	66	8.00	8.00
ajarbut@nexusisp.com	2889:31	0.00	46	8.00	8.00
alanbray@nexusisp.com	15258:52	0.00	110	8.00	8.00



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.



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.



Contacts

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