



«sunrise decided for Ergon and TelcoBill because of its strong flexibility, performance and usability. Ergon showed up with the fast and professional delivery of a prototype after having explained our needs. "sunrise cost manager" is a key solution for our customers which creates a real difference between us and our competition.»

René Huser

*Product Developer eChannel
sunrise TDC Switzerland AG*

«sunrise cost manager»: A Telecom Expense and Inventory Management Solution Based on TelcoBill

Business customers are no longer attracted by low prices alone. Cost control and service management is a key differentiator to win and influence decision makers. The «sunrise cost manager» is the answer for an effective competitor differentiator.

sunrise Switzerland is the strong number two telecom provider in Switzerland and offers outstanding services to private and business customers. Over 2.2 millions customers enjoy the benefits of sunrise mobile, fixed network and internet services. The nationwide GSM dualband network provides cutting-edge mobile services to over 99% of the population. A wide range of high quality voice and data services are provided via a high-performance fibre optic network with a total length of more than 7'000 kilometers.



OBJECTIVES

- Cost control for business customers
- Paper reduction
- Differentiation
- Improved customer loyalty



REQUIREMENTS

- Web access
- Flexibility
- Realtime analysis
- Short time-to-market



SOLUTION

- Proven TelcoBill application
- State-of-the-art technology
- Excellent usability
- High performance engine for all kind of analysis

Initial processes and objectives

Fixed network and mobile products are a commodity today. Margins have decreased, product innovations have their limits and list prices are comparable between operators. On the other hand, price negotiations have gained in importance. Cost control and service management play a new and vital role to win new customers and rise customer loyalty.

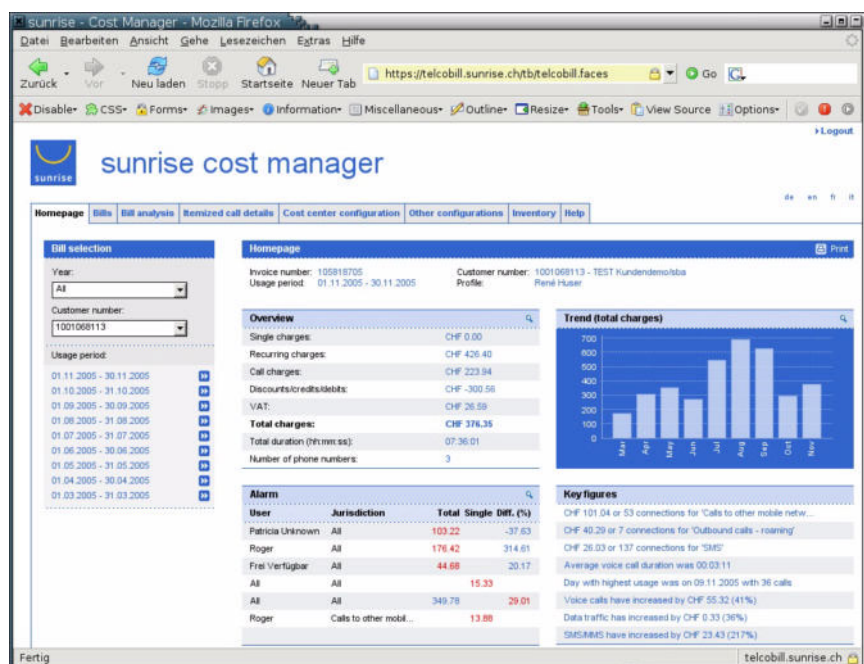
To increase the quality of service management, sunrise started an extensive evaluation process for a supplier to deliver a sophisticated cost control tool with the following main focus:

- Web access to avoid software installation on any PC
- Alternative checking and analysis method
- Great help for an accounting department
- Flexible role management for different users within a company

sunrise decided to choose Ergon and TelcoBill because of the fast and professional delivery of a prototype. The IT managers were convinced by the technical approach (high speed analysis engine instead of database). And the business managers got their desired functionality immediately.

Solution

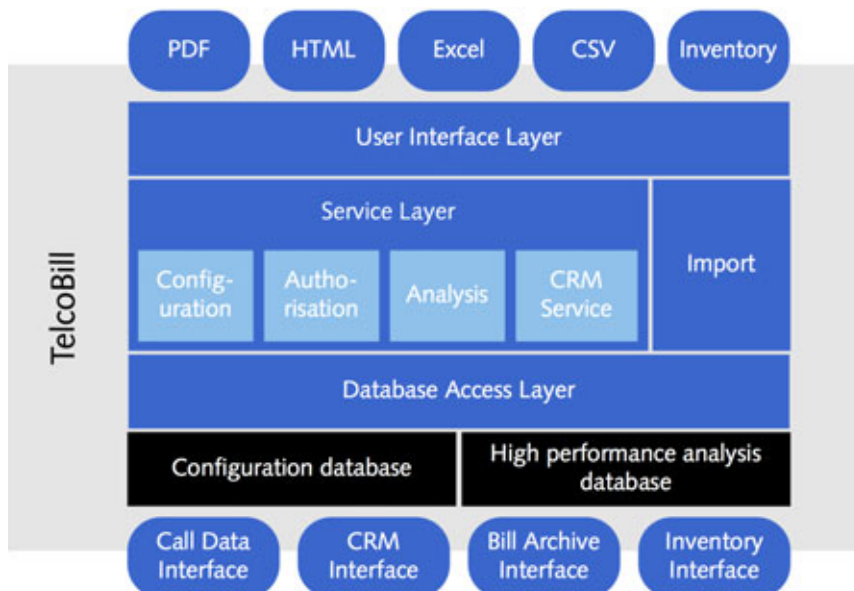
TelcoBill 2.0 is the base for the "sunrise cost manager" and the comprehensive and compelling telecom bill presentment, analysis and management solution for the telecom operators (fixed line, mobile and resellers) and their customers.



TelcoBill features at a glance:

- View bills in PDF & HTML
- Cost centre hierarchy with arbitrary numbers of levels
- On-line-analysis functionality
- Cost allocation
- Standard and user customizable reports
- Download and mail functionality

- FUNCTIONALITY**
- Cost owners can control their budgets
 - Avoid tedious manual monthly cost splitting to internal cost centres
 - Reduce paper and optimize archiving
 - Simplify processes for cost control
 - Ease of use Web-frontend



More information and an on-line demo are available on the web-site <http://www.telcobill.ch>

Project procedure

Once the decision was made for Ergon and TelcoBill the project was launched quickly to allow for an ambitious go-live date. The application was implemented using state-of-the-art technology which results in high flexibility while maintaining stability. Thanks to Ergon's five-year experience in the field, obstacles were quickly overcome and the team was able to focus on usability and valuable features. The product was perfectly integrated into sunrise's environment and impressed not only the beta-testers but also the competitors. Meanwhile, TelcoBill is productive and working flawlessly.



«The "sunrise cost manager" is a clear differentiator for sunrise and our business customers. Cost control and service management is getting more and more important to win new business customers: cost owners want to control their budgets, employees need approval for their mobile telephony and tedious manual monthly cost splitting into internal cost centres is avoided. With our new "sunrise cost manager", we are the clear leader in Switzerland.»

*Gerhard Romanescu
Director eChannel
sunrise*

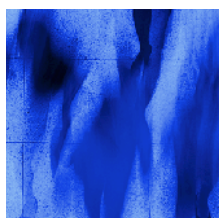
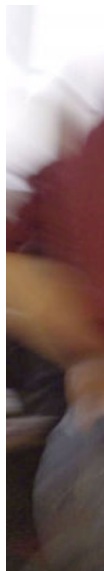
Ergon Informatik AG

Ergon Informatik AG is a leading software solution provider with headquarters in Zurich, Switzerland. Its staff of highly skilled software engineers and business specialists is dedicated to the development of mission critical solutions for the telecommunication and financial markets.

As a specialist in delivering flexible business solutions for heterogeneous computing environments, Ergon has been developing customer care and billing solutions for various telecom companies including Cablecom, Versatel (Germany), AugustaKom (Germany) and Grapes (Italy). Ergon's software solutions are in use all over the world.

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smart software**