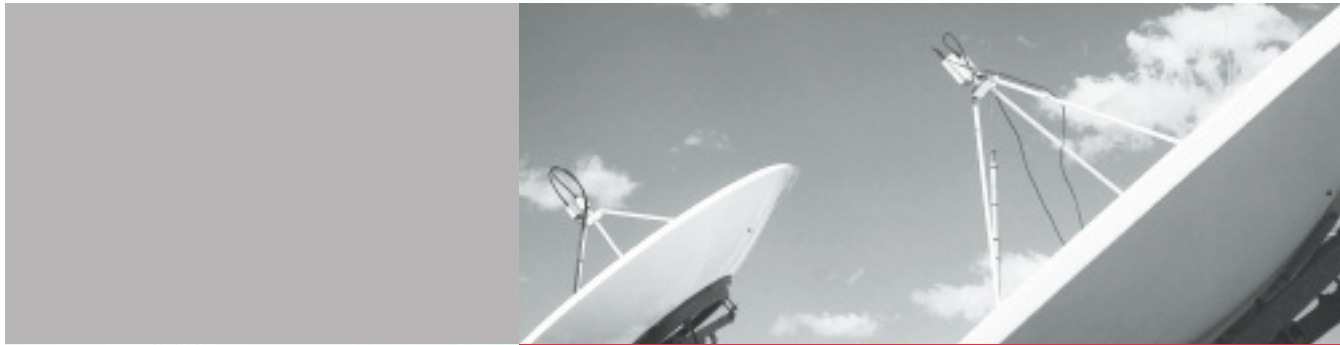


Telenet

Everyone benefits from billing innovations



“Telenet opted for TelcoBill from Ergon because of our performance and because it is highly flexible and user-friendly. TelcoBill is an important application for many of Telenet’s B2B customers and it enables Telenet to stand out clearly from the competition.”

Marc Hölzel, Ergon project manager

Telenet has opted for TelcoBill from Ergon to simplify its billing operation for B2B customers and to increase its own efficiency at the same time. This solution will benefit both sides: Telenet can provide its clients with a suite of new services that offer genuine value added, while cutting the costs of producing its own bills.



As the leading cable network operator in Belgium, Telenet constantly endeavors to offer the best possible service to its customers. This applies not only to the wide range of services which it provides but also to the subsequent billing. TelcoBill from Ergon enables Telenet to meet the highest standards for bill presentment, bill analysis and bill management.

Telenet was established as a cable network operator in 1996. The firm originally focused on supplying cable television to the Flemish-speaking region of Belgium, but it has long since gone on to develop other business segments. The tremendous technological advances of recent years in the broadband sector have enabled Telenet to expand its range of services on a systematic and continuous basis. Cable TV was initially followed by broadband Internet and then telephony. Nowadays, Telenet is a full-scale Triple Play provider for private and business customers.

Telenet's wide range of services calls for a large proportion of working steps and processes to be automated. This also applies to the billing operations. In the past, Telenet customers received their billing statements in printed form. For business customers in particular, the "paper mountain" created by the constant expansion of services never stopped growing, and it was not unusual for customers to receive hundreds of pages of printout. At Telenet, this expansion was paralleled by an exponential increase in administrative outlay on billing operations as a whole, driving costs ever higher. TelcoBill from Ergon will remedy the situation.

Goals

Telenet wanted a software solution that simplifies billing operations for its business customers, offering additional functionality at the same time. Instead of sending traditional paper bills, all billing operations should be processed via the Internet, ranging from Bill Presentment and real-time Bill Analysis through to cost management for convergent service bills. Telenet wanted to reduce its own expenditures, boost efficiency and cut overall costs.

Nothing but benefits for both sides

Up-to-date communication media such as the Internet enable cable network operators to integrate their customer into the value chain. This is why more and more providers are acting to transfer certain tasks to the customer with the help of Customer Self Care and Electronic Bill Presentment (EBP) – and both sides benefit from this development. The customer is able to "serve himself" via the Internet independently, at any given time. And the service provider gains competitive edge thanks to improved service, while cutting the costs of bill production and reducing the workload for customer service.

It was precisely this challenge that confronted Telenet. As the Belgians set about evaluating suitable solutions, they discovered Ergon because of the close links that they maintain with companies in Switzerland. Toon Devroye, Manager IT Development at Telenet, explains the evaluation process: "In the run-up to this project, we took a close look at several potential solutions, and then we drew up an appropriate requirements profile". Telenet then issued an international invitation to tender on the basis of this careful analysis and clarification of the requirements.



Performance – an unbeatable argument

Ergon emerged from the tendering process as the clear winner, even though there were certain reservations regarding the geographical distance between the two companies – given that the timescale of three months was extremely ambitious. Toon Devroye, who managed the entire project, cites these reasons for the decision to back Ergon: “What we found most convincing was the performance of the Ergon solution, which is also very mature. Another key factor was Ergon’s many years of experience in this sector; this reassured us that we were not letting ourselves in for any experiments. And it goes without saying that the cost-to-benefit ratio was extremely good.”

The cooperation between Telenet and Ergon was very professional and productive. Hardly any problems whatsoever surfaced throughout the entire implementation phase, so the lack of geographical proximity was not an issue. “When the project was launched, I made a bet with my boss inside the firm that we would be able to go operational within three months. Unlike some others, I was convinced that we could make the deadline – and now I have a superb magnum of champagne sitting at home”, Toon Devroye adds with satisfaction.

Introducing TelcoBill has now made it possible for Telenet to provide an extensive range of services to its business customers via the Internet, thereby offering them genuine value added. The solution comprises bill presentment, real-time bill analysis and cost management for convergent service billing. The business customer first outlines the structure of her enterprise in TelcoBill, and grants the appropriate access rights to the users. During the billing process the fees are then distributed automatically to the cost centres configured.

Customers’ reactions to the innovations have been equally positive. Toon Devroye comments in conclusion: «TelcoBill is a total success for us. Our customers are very satisfied with the new options, and handling of all our billing operations has been made far simpler and more cost-efficient – a classic win-win situation!»

The screenshot shows the 'telenet solutions' web interface. It features a navigation menu with options like 'Homepage', 'Bills', 'Bill analysis', 'Call-detail analysis', 'Cost centres configuration', 'Other configurations', 'Inventory', and 'Help'. The main content area is titled 'BILL SELECTION' and includes a 'Data' section with 'Invoice number' and 'Billing date'. Below this is a 'Charges' table with columns for 'Change description', 'Change type', 'Bill to', 'Bill to', 'Amount excl. VAT', 'Ratio', and 'Usage'. The table lists various charges such as 'Mobile Charge', 'M244 M244', 'Q13 calls', 'National', 'Mobile Premium', and 'Transfer to Telenet', along with their respective amounts and usage statistics.

Change description	Change type	Bill to	Bill to	Amount excl. VAT	Ratio	Usage
Mobile Charge	Usage Telephone	01.01.2008	30.01.2008	5,1400 (21%)	1	00:00:25
M244 M244	Usage Telephone	01.01.2008	30.01.2008	17,7300 (21%)	44	01:21:20
Q13 calls	Usage Telephone	01.01.2008	30.01.2008	5,5041 (21%)	1	00:11:15
National	Usage Telephone	01.01.2008	30.01.2008	20,8800 (21%)	203	11:21:07
Mobile Premium	Usage Telephone	01.01.2008	30.01.2008	30,4900 (21%)	167	01:11:05
Transfer to Telenet	Usage Telephone	01.01.2008	30.01.2008	80,7800 (21%)	283	12:41:20
Total Usage Telephone				131,7300	728	20:00:04
Total Usage Messages				8,0000	8	
Total Usage Data				8,0000	8	0:00:00:00
Total Messages				8,0000		
Total				131,7300		

Solution

TelcoBill now enables Telenet to meet the very highest standards in terms of Bill Presentment, Bill Analysis and Bill Management. Ultimately, everyone involved benefits: customers have simple Internet access to a suite of new services that provide genuine value added. Telenet has saved costs by substantially reducing its expenditure on bill production. Furthermore, due to the transparency of billing, the pressure on Telenet’s customer service has decreased.

What does TelcoBill offer your business customers?

- Presentation and download of bills as PDF, HTML, XML
- Notification on exceeding of cost threshold values
- Online-analysis of the bills using drill-down-functions
- Extensive basic functions such as reports, statistics and email
- Customer herself configures the cost centre structure with as many as desired stages, her inventory and the associated access rights
- Automatic allocation of the costs to the cost centres



“Our many years of experience with Bill Presentment, Bill Analysis and Bill Management had a very positive influence on the outcome of this project. We were able to complete the project together with Telenet in just three months.”

Marc Hölzel, Ergon project manager



smart people – smart software

Ergon means a highly productive team made up of well-qualified IT specialists who focus very clearly on customer benefit. The company leads the field when it comes to implementing challenging projects, and it is an established provider of specific solutions in the telecommunications environment.

The Telecom Solutions department focuses on solutions for service providers. The two products Taifun and TelcoBill support all relevant end-to-end business processes. These consist of customer enquiries, offers, orders and production as well as electronic or conventional paper-based billing.

Ergon specialists for service fulfilment and billing support their customers in the achievement of these processes. Taifun und TelcoBill are being used by national and international telecom carriers, access network operators and switchless resellers both in the retail sector and in the growing B2B sector.

The key to our success is the same today as it has been for almost 25 years. Ergon focuses on customer benefit.

Further details are available at www.ergon.ch