Project Benefits:
- **Single Commercial Account Billing**
- **Simplified Order Entry & Management**
- **Simplified Payment & Adjustments**

Project Characteristics:
Industry: Communications

Duration: 5 months

Project Staff: 4

Environment:
Business Domains:
- **High Speed Data Services**
- **Commercial Accounts**

Functional Domains:
- **Order Entry**
- **Billing**
- **Customer Support**
- **Order Management**
- **Provisioning**

Technologies/Systems:
- **J2EE**
- **JBoss Server**
- **XML Web Services**
- **Oracle Database**
- **Terminal Access Interface**
- **HTML Access Interface**

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Achieving Hierarchical Billing in the Broadband Industry

Summary

Wazee Group is assisting a leading broadband services provider increase sales revenue and profits within their commercial business unit. To provide services such as high speed internet access to the target businesses and their employees, the service providers are forced to apply billing functions at the individual account. Wazee Group has developed an automated system that allows hierarchical billing so a single invoice can be generated and delivered to the customer. This provides a competitive edge for the provider's commercial sales force in additional to decreasing the time and effort to manage hundreds or thousands of individual accounts.

Problem Specifics

The very largest services providers rely on order management and billing systems that are partitioned into separate deployed instances. Each instance is assigned to a market that covers a single region such as Denver, Dallas, etc. The instances can be configured as needed by the market representatives. In an effort to lower costs, the order entry and management tasks are consolidated to one or a few call center facilities. A major challenge with this approach is for the call center agents to learn the instance specific configuration for each market instance. As the markets request more customizations to meet their local needs, the increased burden falls on the call center staff. In order to maximize the investment in consolidated order entry activities, the client had to address several challenges:

- Manual order entry for hundreds and thousands of accounts for each large client.
- Generation of a single invoice via aggregation of the individual accounts.
- Manual allocation and entry of a single payment to thousands of accounts.

Solution Delivered

Wazee Group has developed an automated system that allows hierarchical billing across heterogeneous billing systems. It allows:

- Simplified order entry that can be tailored to the customer's needs
- Single invoice by automatically aggregating the invoices at the individual accounts.
- Single payment entry with automated allocation and entry to the individual accounts.
- Single adjustment entry with automated allocation and entry for the individual accounts.
- Single view and management of the client that can span billing system boundaries.
- Automated processing of manual provisioning activities.

Benefits Achieved

Wazee Group's client has signed a contract with a major client ($54 billion in sales) and is in negotiations with two other large US firms. This system has given the client with the competitive advantage to win significant commercial contracts that dramatically drive up revenue and the economy of automation to minimize internal costs.

For more information or account references, please contact Jim Ladd via email: jladd@wazeegroup.com