Altima Corporate Profile

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SAP Partner
What do we do?

CUSTOMER

Customer’s know-how is focused on their own core competencies and business goals.

ALTIMA

Business focus of Altima is development of a basic network architecture and service quality management in a network business model.
Our growth and locations
Altima is part of Verso group

HQ in Croatia
7 country offices
100+ employees
120 customers in 31 countries
20 mio. € revenue
Verso Group Services Portfolio

Support & Maintenance

Business Continuity

Strategic Process Support Consulting

ICT Infrastructure Solutions

Business Support Systems
Operations Support Systems

ICT Systems Management

Professional Services and Support

Network Infrastructure

Communication and Collaboration

Security and Compliance

Remote Management

Cloud Computing and Managed Services

Proverso

Universo
Altima Services Portfolio

- **OSS/BSS**
  - SAP BRIM (Billing, Revenue and Innovation Management)
  - Implementation and migration of billing systems (mediation, rating, charging, invoicing, collection)
  - CRM, provisioning, order management, integration with ERP
  - Real-time charging, refill, voucher management
  - Interconnection billing and settlements and convergent solutions

- **Consulting**
  - SAP Convergent Charging
  - Business consulting, education and training for technical and back-office staff
  - Product development – telecom residential and business quad play services
  - Project Management Services

- **Software Development**
Altima R&D Over Time

Past
- PHP web applications
- Oracle based procedural business logic
- Java SE adapter applications

Present
- Feature rich Web 2.0 applications
- Java EE SOA components and ESB architecture
- Strategic partnership with SAP

Future
- Analytics and Business Intelligence
- Complete TMF alignment: TAM, SID, eTOM
- SaaS – client applications to the cloud
- PaaS – rating, charging, billing solution in the cloud
Globally successful companies recognize us as a reliable partner

Financial Sector

Energy, Oil and Gas

Transportation

Business Process Outsourcing

Telecom
Global Subcontractor Engagements
Implementing Solution Based on SAP Offer-to-Cash

- Unique experience from global projects
- Added value in ready-made product catalogue components
- Mitigated risk and increased speed of implementation, integration and migration
Acquire, Charge, Invoice, Reward & Retain Customers
SAP CC Service Provider Product Catalogue

- Framework for complex telco service catalogues
- Incorporate all experience in catalogue development
- Enables faster deployment and implementation of complete catalogue
Online Charging Architecture
Ai.PI (Process Integration)

- Workflow and Provisioning infrastructure consists of:
  - Customizable connectors – interfaces to network elements
  - Flexibly workflow engine – decomposition, BPM
  - Administration and Management web GUI
- All components SOA enabled – connection from BSS/OSS
- Built on top of leading telco-grade application servers
Ai.DI (Data stream Integration)

- Mediation platform supporting off-line and on-line modes
- Comprehensive workflow possibilities:
  - Correlation
  - Duplicates detection
  - Data enrichment
  - Aggregation
Ai.CRM
Complete modular CRM system consisting of...

Ai.Fraud
(Fraud Detection & Management)

Web 2.0 integration framework

Customer information and history

Ai.DM
(Dunning Management)

Ticketing & Service Management

Ai.AR
(Accounts Receivable)

Workflow and Provisioning engine

Order Management

Business Sales Module

Resource and Inventory Management
Functionalities

- Storing...
  - basic account attributes: invoicing address, bank account, payment type, and taxable indicator
  - debit type account operations: invoices, debit notes
  - credit type account operations: invoice payments, wholesale payments, credit notes, and client paybacks

- Handling...
  - matching and accounting of payment or partial payment to corresponding invoice
  - issue of credit and debit notes to corresponding invoice
  - over-payments and their application on just-opened invoice
  - account’s balance sheet and total debt output
  - account deposits and paybacks (as separate accounting categories)
  - automatic import, correction, categorization and accounting of payments files
  - unidentified payments, return to bank and refund to bank queues
  - request for payments
  - proforma invoices

- Audit of all events and actions

User Profiles

- Finance
  - administer import and entry of payments
  - correction of imported payments
  - resolution of payment errors
  - handling of return to bank queue
  - handle deposit transfer to bank accounts

- Back Office
  - issue credit and debit notes

- POS
  - enter non-service invoices and payments

- Fraud
  - issue request for payments

- BSS
  - control operation of integration interfaces
  - administer permissions and roles in the system
“Dunning” is the **process** of methodically communicating with postpaid customers to **ensure the collection** of accounts receivable – that is receiving payments **on time**. Communications progress from gentle reminders to almost threatening letters as accounts become more past due. Laws in each country regulate the form that dunning can take. It is generally unlawful to harass or threaten consumers. It is acceptable to issue firm reminders and to take all allowable collection options, barring of services, or full suspension of services.

**Ai.DM functionalities:**
- Invoice Loading
- Payment Loading
- Account Segmentation
- Dunning Matrix
- Dunning Plan
- Dunning Actions
- Multiple level suspensions
- Administration GUI
- Dunning Reports
- Tracking of changes
- Tracking of application usage
Fraud prevention is the process of methodically analyzing customer behavior and systematically detecting any out-of-ordinary patterns that could be a potential loss to the operator revenue.

AI.Fraud

- **General fraud detection**
  - Customer aggregation
  - Counter collection and management
  - Threshold management on 3 levels
  - Alarm raising and resolving
  - Alarm scoring
  - Black listing
  - Reporting on various aspects

- **SimBox detection**
  - SIM card data collection and aggregation
  - Online & Offline rules
  - Real-time and scheduled filtering
  - Integration with MPS
  - Rule based scoring
  - Integration with CRM & CBS
  - Reporting on agent success rates

- **Risk Scoring Legal Module**
  - Scoring of postpaids based on paid amount history
  - Risk scoring of new postpaids (TBD)
  - Legal module for police enquires

- **Forecasting on future behavior**
  - Next invoice value
  - Next 30 days of spendings
  - Next 30 days of roaming spendings
  - Forecasts on 3 levels
Ai.Radius server

performs **authentication**, **authorization** and **accounting** based on current users subscription

returns RADIUS attributes like upstream/downstream speed, session or idle timeout

allocates proper IP address
Ai.POS (Point of Sale)

- **Ai.POS Dealer WEB** – is the web application used by Dealers on points of sale for execution of sales transactions and local point of sale stock management. For users with needed permissions it also provides management of the Dealer point of sale network.

- **Ai.POS Dealer EFT POS** – is the POS terminal application that enables selling of electronic products (TopUp…)

- **Ai.POS Operator** – is back-office application used by Operator for Dealer management, Product management, Stock management and reporting.
Ai.Recharge & Ai.VOMS

**Ai.Recharge**
Recharging proxy platform
- Input channels: ETFPOS, self-care - SMS, WAP, web, USSD, bank, SOAP
- Output channels: to billing / charging
- Customizable recharging flows
- Management and administration GUI

**Ai.VOMS**
Voucher management platform
- Voucher generation
- Voucher activation flows
- Interface to printing company

Complete recharging and voucher management solution
Leverage the benefits of mobile transactions now!

- Mobile payment solution has potential to
  - overcome the barriers in enabling mobile phone to become the major device and means for consumer payments.
  - improve consumer purchase experience, security, and reduce costs
  - enable consumers to **pay** for products and services, top up the **balance** on pre-paid phone accounts, collect and redeem **bonus points**, redeem **coupons**, buy and send electronic **gifts**, use mobile **tickets**, send and receive **funds**
Ai.CEM (Customer Experience Management)

Next generation of customer analytics and data mining – in the Cloud!
No contract - prepaid model for Service Provider!
Preparing for the cloud...

Vision of Consume-to-Cash™ services in the cloud

Client services
- Product catalogue management
- Service definition and management
- Application configuration management

Self care services
- Accounting and collection services
- Dunning services
- Fraud prevention services
- Revenue assurance services
- Reporting services
- OLAP services
- Business intelligence services
- Customer acquisition and management
- Resource provisioning and management
- CRM

"Consume-to-Cash" cloud
Scalable and dynamic rating, charging and billing architecture

Presentation
- Converged billing
- Revenue management
- Datawarehouse, OLAP

Integration, Provisioning and Orchestration
- SAP CC 2.0
- SAP CI
- SAP ERP 6.0
- SAP RMCA

Rating guiders
- Rating 1
- Rating 2
- Rating 3
- Rating 4
- Rating X
- Charger 1
- Charger 2
- Charger X

Administration services

Product catalogue management
- Patch deployment
- Application and services licensing
- Provider management

Services integration:
- Application integration
- User interface integration
- External systems integration

Billing automation services:
- Payment processing and taxation
- Invoicing
- Online payment authorization

Infrastructure management:
- Physical server provisioning and management
- Storage management
- Network management
- Security management
- Monitoring and SLA management
- Logical and virtual environment management
REFERENCE PROJECTS
Fast alternative telco build-up: H1 Telekom (Croatia)
FROM CONTRACT TO LAUNCH IN 5 MONTHS

- 2005-04-15: system room finished and production platform installed
- 2005-03-30: The 1st experimental call successfully performed through H1 network
- Contract signed with Verso for Cisco/Netcentrex/Highdeal VoIP platform
- Croatian government granted Portus the license for public voice service in fixed network on national level
- 2005-06-07: business customers connected to H1 network
- 2005-06-09: residential customers call through H1 network (CS/CPS)
- the 1st invoice issued
Converged Billing Project in IPKO (Kosovo)

- The 1\textsuperscript{st} SAP CC implementation after Highdeal acquisition
- Case Study: **IPKO Telecommunication LCC**
  - 15 months implementation and migration (**TECHNOLOGY**)
  - merger of sectors and departments (**ORGANIZATION, PROCESS**)
  - 6 months of post-project On-the Job Training (**PEOPLE**)

- Customer testimonial:
  
  [Customer testimonial video](http://www.youtube.com/watch?v=hKXDIddkYa0)

- “More than 70 new product launches after CBP implementation - not a single vendor change request!”

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Due to service portfolio expansion and exploding number of end-users, customer needed to implement a **reliable** solution to simultaneously provision end-user profiles and **effectively manage** the process of charging, billing and collection.

- Project duration 18 months, including data migration
- Organization transformation – merger of 2 companies