



## ROC® Partner Settlement

Improve profitability with differentiated services and streamlined partner relationship

- End to End Wholesale billing capability across all services
- Analyze margins to ensure profitable partner relationship
- Enhanced management reporting and decision support tools

# Transform Business To Gear Up To Rapid Changes In The Market

In today's fiercely competitive telecom landscape, dwindling voice margins and heavy investments in next generation service (NGN) enablers such as 3G, 4G have forced Communication Service Providers (CSPs) to look at new revenue generation opportunities while driving efficiencies to maintain margins from traditional services.

In such a scenario, business support systems need to transition from an operational function into a strategic one. Choosing the right partner settlement solution can help you improve operational efficiency, maximize revenues and margins, and in the process attain a clear competitive edge. Your partner settlement solution needs to ensure that the here and now can be managed effectively, while being flexible enough to let you make the most of future opportunities, and glide over the challenges.

ROC Partner Settlement gives service providers the freedom to experiment with new NGN service offerings without having to worry about the scalability of its billing function. A flexible solution ensures that different packaging and pricing strategies around content can be easily modeled in the system. Complicated multi-partner revenue share contracts can be modeled and analyzed for profitability before the actual contract is put into place.

On the other hand, shrinking margins from voice services have highlighted the need for visibility of each deal's impact on a service provider's bottom line. It's no longer just about billing accurately and managing agreements. Having an analytical view of the wholesale business is the need of the hour. ROC Partner Settlement helps you have a converged view of your wholesale business by managing the entire order to cash & procure to pay lifecycles.

“ROC Partner Settlement processes over 2 billion CDRs per Day”



“As a fast growing company, we were in search of a flexible, end-to-end interconnect and partner settlement solution to fulfill our business requirements. With Subex's ROC Partner Settlement, we have automated our interconnect business for both prepaid and postpaid offerings. The remarkable features like automated invoicing mechanism and accurate and informative reports have not only rationalized our business but also led to satisfied customers”

**Deniz Kalendar**

**Wholesale Business Solutions Manager & Avea Technology TIB (Telecommunication Authority)**



# ROC Partner Settlement- Solution Highlights

The set of features and functionality which give the edge to the ROC Partner Settlement solution are:

- **Advanced ETL** : Strong Extract; Transform and Load tool with mediation capability supporting ingestion and normalization of data from a multitude of sources in different formats
- **Next Gen Billing Engine** : Efficient modeling and accurate billing for a gamut of services such as standard voice & data, IP line rentals, IPTV & other next generation content services
- **IP Ready** : The solution is equipped to handle GIPX, IP bandwidth billing with burst based billing and bundling of IP products, enabling faster time to market.
- **End to End Coverage** : Solution covers a CSPs end to end business processes around billing managing both 'order to cash' and 'procure to pay' lifecycles efficiently.
- **Best in class agreement monitoring** : Effective monitoring of all aspects that jeopardize profitability of an agreement. Easy management of complicated agreement parameters such as commitments, tiers, back to first minute values, balance rations & volume caps
- **Content and IPTV** : Proven solution for handling content and IPTV scenarios to give intelligence to the service provider on profitability and packaging
- **Cost Management** : Automated supplier invoice reconciliation capabilities tightly coupled with a SLA based Dispute management
- **Margin Management** : Converged view of margins across services at various levels with support up to event level margins
- **Financial Accruals** : Built with 'Look Back' algorithm for revenue & cost estimations seamlessly integrated with the sub-ledger module
- **End to End Integration for Wholesale Management** : A pre-integrated environment between the Interconnect; Cost Management and the Route Optimization, to avoid overheads in data sharing and information loss.
- **Dedicated Partner Portal** : Strengthens the carrier relations via means of Partner Care Portal, a centralized partner specific data repository which partners can access directly.
- **Analytics** : Provides an integrated business health snapshot facilitating business leaders to make important business decisions after analyzing the business impact of volatile rate changes, contract changes and traffic analysis.



## Business Benefits

### Increased Revenue Through Enhanced Partner Relationship

#### **Best In Class Agreement Management**

Agreement handling and tracking has always been a tedious and time consuming process given the complexities and details involved. ROC Partner Settlement supports a multitude of agreement models that can be configured using a user friendly interface. Various types of agreements such as committed, tiered, back to first minute and balanced deals can be configured with ease. The solution helps service providers manage and monitor very large and complex agreements with partners in near-real-time. It gives a single view of agreements as they evolve.

#### **Prepayment and Credit Control**

In an increasingly competitive world, offering credit control limits carriers' exposure to risk. Subex's solution offers this unique feature and hence helps in reducing collection activity efforts. ROC Partner Settlement also offers highly effective pre-payment recording and tracking mechanism using which service providers can record multiple advance payments against partners and track their balances. Balances are displayed on a near real-time basis against every partner for whom an advance payment has been recorded in the system.

#### **Pre-integrated Cost Management**

ROC Partner Settlement has pre-integrated cost management capabilities, including automatic reconciliation of supplier invoices and discrepancy analysis. Discrepancies identified during reconciliations are tightly coupled with a SLA-based dispute management system which allows users to create disputes for individual discrepancies or for a group.. A robust alert mechanism is well integrated with all the stages of cost management, to ensure corrective measures can be taken in time, driving maximum efficiency in the business.

#### **Flexible Tariff Management**

ROC Partner Settlement's user-friendly GUI based tariff management module ensures that CSPs do not have to enter tariffs manually. Its automatic interface maintains the full history of tariffs to enable service providers to view the effects of rate changes. It supports multiple currencies across the billing lifecycle. Rating could be in one currency, billing could be in another and settlement in a different currency. Flexible metrics ensure that any form of usage and content rating requirements are achieved with ease.

#### **Powerful and Automated Adjustment**

ROC Partner Settlement is equipped with a powerful adjustment module that enables automatic re-adjustment of all invoices and statements. This includes versioning with a complete audit trail of the adjustments made between each version. New versions of Invoices /statements could be differential bills or a complete re-issue. ROC Partner Settlement enables adjustments to be made to summaries and invoices/statement. It provides options to change call counts, durations and rates. In the solution, summary items can be modified using negative or positive adjustments.

ROC Partner Settlement is engineered to automate the adjustment process as much as possible and produce a settlement with the partner. Its adjustment procedures completely align with ITU standards, delta bills and bill re-issuing is automatic.



## Strengthen Carrier Relations with Comprehensive web portal

ROC Partner Settlement offers a functionally rich web portal spreading across the whole of interconnect domain (networks, commercial, billing and finance). The web portal enables interconnect users to access the secure web interface from any location at any time. It is comprehensive, light weight and easy to install and upgrade. The web portal manages complex relationships between the supplier and customers of the host carrier. It manages rates, loads spot rates, sends current bill and settlement details,. It also raises and settles disputes between the transacting parties all from a single location. Its user friendly GUI enables service providers to fully utilize all the partner settlement features. In an increasingly complex environment, the web portal enables service providers to speed up the flow of information between its partners and increase customer satisfaction.

## Lead the market with innovative Products and Services

Service provider's commercial success depends on its ability to bring new services to market first, supported by rating and billing. ROC Partner Settlement provides the service providers with a highly flexible billing platform enabling them to lead the market with attractive and innovative product bundling and charging mechanisms. The solution also provides maximum commercial flexibility, during buying or selling inter-connect minutes or while managing call termination charges. Subex ensures that the solution is upbeat with the market changes and supports new areas like IPTV, Content, VoIP, etc. So when the service provider is ready to move into new business areas, ROC Partner Settlement allows the service providers to rapidly react in a timeline that maintains overall competitiveness.

## Multi – Service Convergence In Billing

ROC Partner Settlement supports end to end coverage including data collection, rating & billing and financials of Next Gen Services, all under a single umbrella.

### Voice Services

- Standard voice telephony
- ISDN
- PSTN
- Mobile inbound/outbound roaming

### Data Services

- IPX,
- VoIP
- Mobile SMS/MMS
- Web based/Internet services

### Connectivity Services

- IP VPN
- DSL/ADSL
- IP Transit
- IPL
- MPLS
- Leased Lines
- Co-location charges

### Content Services

- IPTV (Recurring R/S Fees)
- Pay Per View / Video on Demand
- Value Added Services
- Apps & other content

### Resellers & Commissions

- Switchless Resellers
- MVNOs
- Dealer Commissions

- Single view of all services in one system
- Bundle products and services for efficient portfolio management
- Advanced rating capabilities
- Configurable billing and rating options for quick modeling of new services services
- Interface with order management to auto-manage products and services
- Converged view of revenue and cost across services and partners

## Improve Profitability And Enhance Operational Efficiency

### Real-time monitoring of Deals for Higher Margins

ROC Partner Settlement's trading capabilities go beyond just configuring and accurately rating traffic. Its traffic analysis helps service providers understand, demand and set profitable deals. Once captured, ROC Partner Settlement automatically monitors the deals on a real time basis. ROC Partner Settlement monitors the complex facets of the deal such as exceeding thresholds and breaching volume caps in both directions to ensure that the deal is met. Users are alerted of any circumstances that could possibly jeopardize the deal.

### Prevent Revenue Leakage

A 'normal' trade is massively complex as there are multiple factors to be considered like reciprocal traffic, volume commitments, penalties, percentage delivery, caps, exclusions, rollover and grace periods. ROC Partner Settlement's flexible rate definition and trade management ensures that rates are easily and automatically captured. Revenue leakages due to inaccurate rating and misclassification of traffic can be eliminated. The production of accurate bills improves customer satisfaction, reduces the number of disputes and results in timely settlement. Margins can be monitored on a near real time basis and configurable alerts ensure that service providers are always aware of any changes that could potentially affect their margins.

### Low Total Cost of Ownership

We at Subex are aware of the importance of an optimal solution that is available at a low total cost of ownership. In line with this need, ROC Partner Settlement is designed in such a way that it provides end-to-end coverage of Next Generation Wholesale Billing capabilities (Data Collection, Rating & Billing and Financials) under a single umbrella, hence making upgrades and maintenance easy. This flexibility ensures low cost of ownership both in terms of initial investment and ongoing maintenance costs.

### Proactively monitor business performance through automated solution

It's a fast moving and dynamic market and new partners, new agreements and frequent rate changes are common place. This poses the risk of inaccuracy in billing due to erroneous rates or traffic. In ROC Partner Settlement, critical activities are automated and events are rated as soon as they arrive, thus enabling service providers to manage business relationships with improved profitability and enhanced operational efficiency. With increased competition, it is important for CSPs to have full visibility of costs and revenues. They also need the ability to proactively monitor their business performance at regular intervals. With ROC Partner Settlement, service providers are able to view current traffic volumes and costs for multiple agreements.



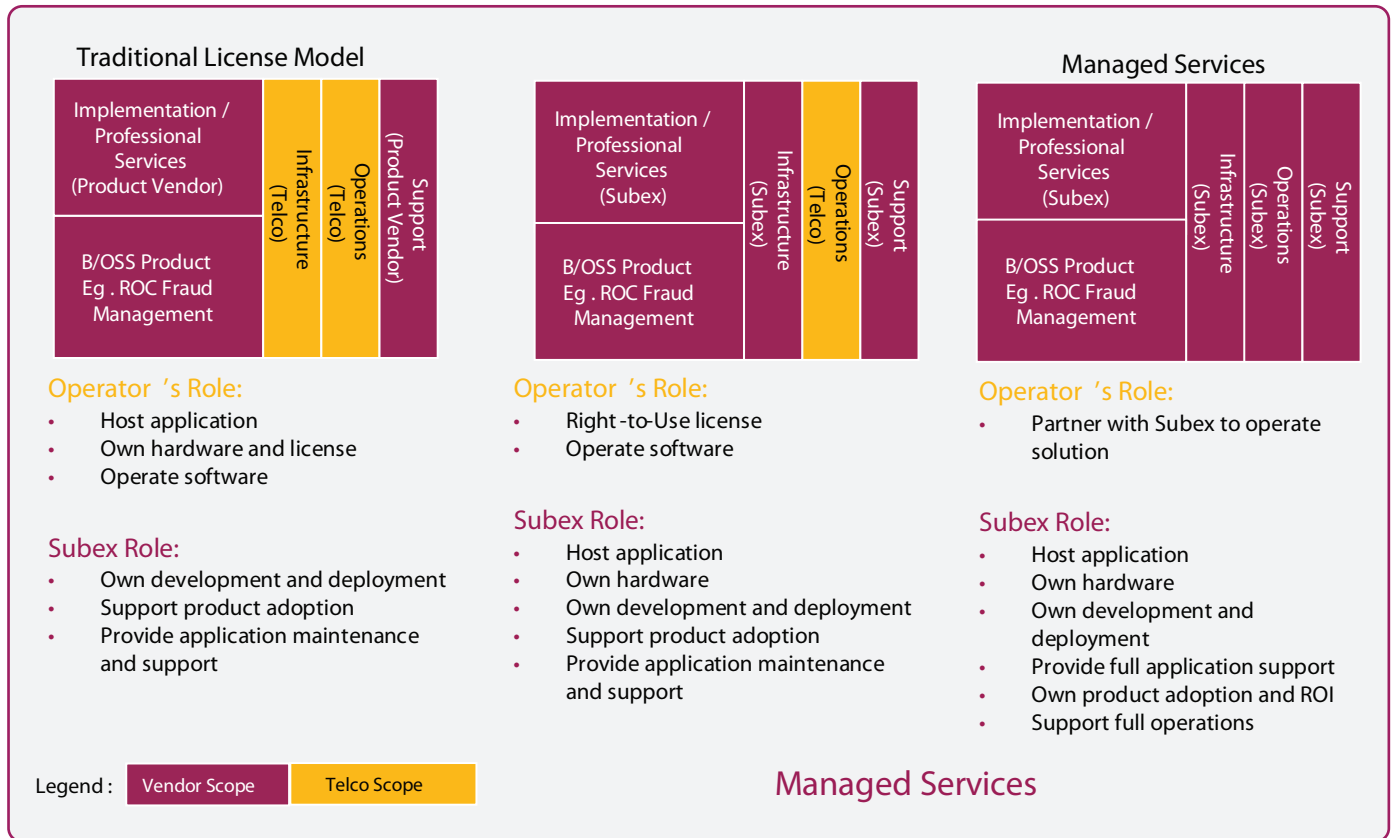
**“Subex's Partner Settlement solution is robust and provides flexibility that allowed BT to grow with new products and add them in the billing stack naturally. The solution has not only reduced our maintenance and support cost but also improved our customer relationships as disputes could be cleared easily.”**

**Paul Fedarb,  
Head of Global services Wholesale Billing- BT**



# Flexible, Fit - To - Need Customer Engagement Models

Subex offers flexible delivery models. Service providers can choose the appropriate engagement model based on their current need and comfort.



## Wholesale Partner Management: A Complete, Integrated Solution

Subex's **Wholesale Partner Management** solution is a functionally rich integrated platform that helps CSPs to efficiently manage their end-to-end carrier business. The solution covers all facets of a CSP's wholesale business, from effective route optimization to accurate billing and settlements. ROC Partner Settlement Solution can be scaled up to provide a complete and integrated wholesale partner management solution.

### Wholesale Partner Management

ROC Partner Settlement

ROC Cost Management

ROC Route Optimization



Subex Limited is a leading global provider of Business Support Systems (BSS) that empowers communications service providers (CSPs) to achieve competitive advantage through Business Optimization - thereby enabling them to improve their operational efficiency to deliver enhanced service experiences to subscribers.

The company pioneered the concept of a Revenue Operations Center (ROC®) – a centralized approach that sustains profitable growth and financial health through coordinated operational control. Subex's product portfolio powers the ROC and its best-in-class solutions such as revenue assurance, fraud management, credit risk management, cost management, route optimization, data integrity management and interconnect / inter-party settlement.

Subex also offers a scalable Managed Services program and has been the market leader in Business optimization for four consecutive years according to Analysys Mason (2007, 2008, 2009 & 2010). Business optimisation includes fraud, revenue assurance, analytics, cost management and credit risk management. Subex has been awarded the Global Telecoms Business Innovation Award 2011 along with Swisscom for the industry's first successful Risk Reward Sharing model for Fraud Management.

Subex's customers include 16 of top 20 wireless operators worldwide\* and 26 of the world's 50 biggest# telecommunications service providers. The company has more than 300 installations across 70 countries.

\*RCR Wireless list, 2010  
#Forbes' Global 2000 list, 2010



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