



About Us : We specialise in intelligent solutions that make it easier for enterprise, business and Government customers to love their Telco. With over 15 years' experience working with Telcos globally, we're always looking to the future to overcome ongoing and emerging business challenges together.

CASE STUDY

Government of Australia: Education, Healthcare & Finance department

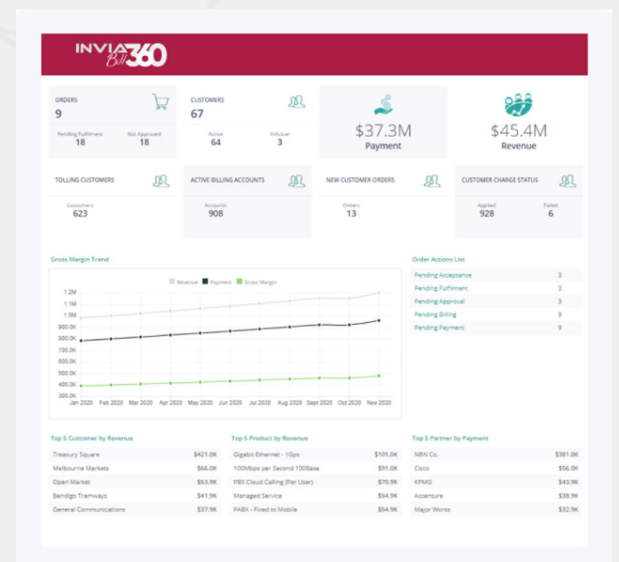
The education, healthcare and finance departments of the Federal and State Government of Australia were being serviced by an Australian Telco for their core telecommunications needs as well as a range of third-party product offerings to enable their ever-changing needs.

THE CHALLENGE

These Government customers of the Australian Telco were frustrated with the lack of capability of the Telco to provide a wide range of third-party products and services and to be able to price and invoice with greater flexibility.

Some of the key gaps and challenges identified were

- A) It sometimes took 6-12 months to onboard a new third-party product supplier.
- B) A new project or program was required every time a new product was being considered and in some cases the cost outweighed the forecasted revenue for the new product.
- C) Managing supplier/partner settlement payments was also manual and time consuming trying to ensure invoices were paid for products and services that had been invoiced to end customers.
- D) Government customers who had a multitude of departments such as the education department required each school and institution to be individually tax invoiced, which was not always possible from the existing Telco billing platform.
- E) The Telco could not effectively bundle where it naturally made sense to do so, particularly for mobile services that had subscribed to mobile applications.
- F) There was a lack of billing capability to implement enterprise/government-based contract arrangements such as minimum commitments, tiered pricing and upfront payments.



A common challenge for many Telcos is to be able to rapidly deploy new third-party offerings to their Government customers to meet their ever-changing needs. Many of these challenges are found within the incumbent billing platform, which is unable to accurately calculate, charge and invoice a new, sometimes complex market offering.

Solution:

Invia's Bill360 product was enabled in the Telco's ecosystem which rapidly worked with the existing Telco's IT assets to enable the missing capability. The key highlights of the implemented solution included:



A.

The Bill360 platform leveraged industry standard third-party charge injection technology to use the Telco's existing billing platform to continue to invoice but be able to handle the heavy lifting of mediation, rating and settlement processes.

B.

A new supplier/partner could be onboarded on the Bill360 platform within 24 hours for sales to meet ever changing demands of their Government customer base.

C.

The new platform enabled both third-party service level billing as well as third-party bundling of products and services from different supplier/partners.

D.

Bill360 also provided an option of managed billing experience technology which had the ability to create department/cost center level tax invoicing across 1000s of billing entities for one Government customer such as an education department for Government schools.

E.

New billing constructs in the form of minimum commits, tiered pricing, complex discount models, upfront annual payments enabled the Telco to have a greater competitive edge in renewals and winning new deals.

F.

Invia's subscription model of pricing which included a \$0 change request policy probably offered the greatest benefit to the Telco. This not only provided certainty around the associated cost but also allowed the Telco and Invia to grow and develop dynamically to meet ever-changing customer demands.

Why Invia?

Invia's sole focus is to deliver solutions that significantly uplift the experience that Carrier Service Providers (CSPs) can offer to their business and Government customers. We add strategic value through intelligent automation without having to constantly play catch up on digital transformation; and help drive innovation to retain customers and grow revenues.

Dedicated Teams

We maintain dedicated account management and support teams for each Carrier Service Provider to offer a high level of service and availability.

Speak with your Invia business partner today to arrange a walk through of our industry leading solutions.

Enterprise, Business and Government Customers on Invia's white-label platform!

