

How we've helped our clients

Transforming business to support integrated bundles and digital economy services

We helped eircom, the largest telecoms operator in Ireland, transform their business support system, from separate service silos to integrated bundles and digital economy services. Our client was looking for an efficient implementation with multi-tenancy flexibility and an excellent user interface. They chose us to integrate the Infonova R6 platform and we carried this out in an agile way to maximize speed and effectiveness. The solution proved to be highly valuable for our client – exceeding their initial expectations. The new platform supports quad-play bundles and has reduced the time and resources needed to handle customer queries while also improving the customer experience. One process which used to take 256 steps now takes just two, for example. The platform also makes it easier to track customers across different fixed and mobile services, opening the way to offer loyalty benefits based on a real understanding of how much customers use the services, and so increasing the likelihood of rewarding and retaining the most valuable customers. Our client can also take advantage of new service and revenue opportunities more quickly and effectively.

Handling millions of different mobile payments with ease

Infonova R6 was chosen as the core system for paybox Bank AG to handle millions of mobile payment transactions for customers of all Austrian mobile providers and cooperation partners. With paybox, paybox Bank AG offers its customers innovative and secure payment options for the internet, mobile phone and point of sale. Infonova R6 is being used to manage different customers (both consumers and businesses); partners including merchants for mobile parking, electronic tickets for public transport and lottery tickets; and service transactions. It enables the relevant transaction costs to be settled with the various service providers and merchants. It will also be used for highly automated real time transaction management. The payment transaction data is transferred to a standard SAP banking payment system. The solution is now at the heart of the way paybox Bank AG successfully manages its dynamic business. "We were looking for a product that replaces our legacy system in the shortest possible time," says Oliver Krupitza, COO of paybox Bank AG. "R6 is an innovative and easy to use platform that provides us with the flexibility to quickly launch attractive offers for our customers."

Managing bundles of bank custodian services

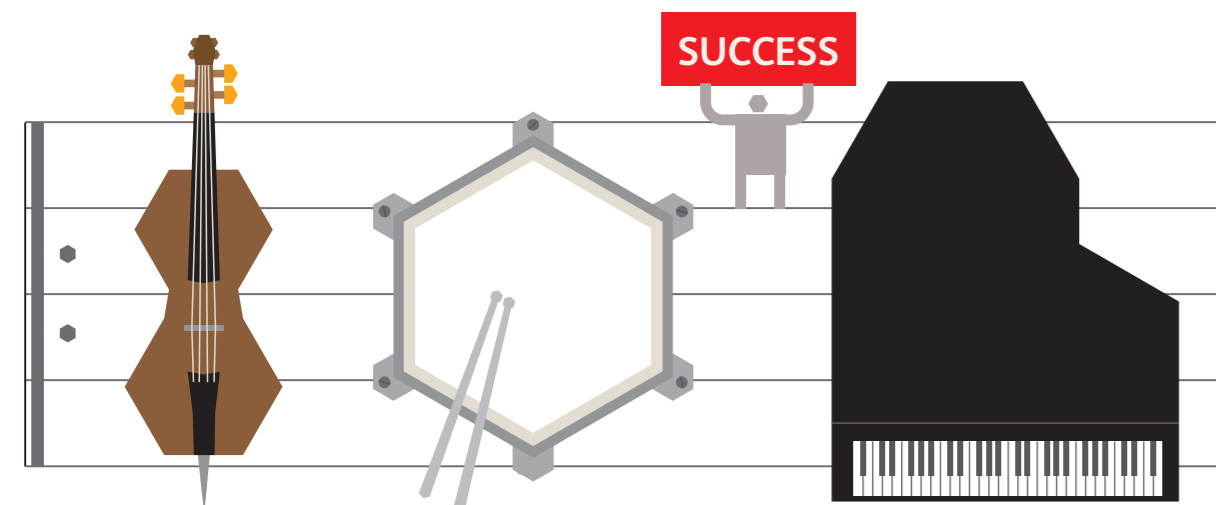
A leading bank is using Infonova R6 as the platform for managing custodian banking services. They are able to bundle different custodian services and bill individual clients accordingly.

Taking care of the complexities behind compelling customer services

A satellite operator is using Infonova R6 to manage complex bundles of service offers including new subscription-based services such as high definition TV and hybrid TV. Our solution makes it easy to manage the complexities of different product combinations, customer ordering, management and billing.

Keeping toll roads running smoothly

Infonova R6 has been specially adapted to provide behind-the-scenes management for electronic toll road systems. It handles the toll calculations and billing for all the vehicles travelling on the toll roads.



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BearingPoint®

Helping you orchestrate your business for the digital age

Digital Business Management
A BearingPoint Accelerator

Fitting in with you

Our solution is highly flexible and we work closely with you to adapt it to support your particular situation and requirements.

Trust us to help you truly transform your business

At BearingPoint, you can trust us to help you tackle your critical business issues quickly and effectively.

Client-focused, independent and expert – we have our own distinctive brand of adaptive intelligence. We combine strategic understanding with practical know-how, and first-hand experience across functions and sectors with real understanding of technology. Working side by side with you, we'll help you make the most of your specific challenges and opportunities. Moreover, by drawing on our range of smart, flexible proprietary tools, we'll deliver deeper insights and more valuable solutions so you can transform your business for the better.

Find out more about how we can help

We're confident we can help you orchestrate your digital business in the most effective way. To find out more about how we can help with this or any other issues that really matter to your business, please contact us.

www.bearingpoint.com



Combining our extensive technology and functional expertise with the unique award-winning Infonova R6 service platform, we can help you orchestrate your business for the digital age – making it easy for you to manage the many complexities that lie behind the services you want to make available to customers. The services you are offering now, and the brand new digital services you will no doubt want to offer in the future.

Long gone are the days when you would sell one physical product, in one way, from one place. These days, innovative new services that might bundle a number of different products from different providers, available in various ways are increasingly the order of the day. Take for example the fixed and mobile, voice and data plus TV bundles that are now sold in the world of telecoms. Moreover, customers increasingly expect to buy, use and pay for these services in a simple reliable way, around the clock, wherever and however they like. Welcome to the digital age. An age of fast-paced change and great opportunities to offer customers all kinds of new digital services, but also an age of complex business models behind these new services. How can you manage the inevitable complexity in such a way that helps you deliver the simple seamless service customers demand? We can help.

What makes our solution such a game changer

An end-to-end solution

Developed by our 100% owned subsidiary Infonova, Infonova R6 is an innovative cross-industry multi-tenant concept to cash platform that uniquely provides end-to-end support to help you manage the complexities behind offering different services.

Managing every aspect

Every aspect is managed within the five process steps: product management, to manage different products from different providers on different systems, including products from different industries; customer management, to increase customer experience by providing a 360° view of what customers are using and doing and also to enable customers to carry out tasks themselves; order management, to provide the data for customers to buy bundles of services, for example over the internet or via a smartphone, to capture orders and to enable up-selling and cross-selling; billing, to collect all the billing data across the different services and provide an easy way to present customers with a single convergent but itemised bill; and finance, to provide for example collection functionality and to link seamlessly with accounts receivable systems.

All the modules which support these process steps have been built in-house by Infonova. There are no outside bolt-ons – each one is designed not only to do its job but also to work seamlessly with the others. You can combine the modules to create an end-to-end solution, or use them separately, for example for order management, integrating easily with existing CRM or billing systems.



The benefits for you

Manage complex bundles of services easily and effectively

Rather than having to manage different services as separate silos, resulting in added costs and effort and reduced effectiveness, you can bring all the services together and manage them seamlessly as one. As a result, you can create and manage complex bundles of services much more easily and effectively, which in turn helps make it easier to improve the service delivery and experience for customers – in turn, increasing customer loyalty.

Move quickly and painlessly to new digital ecosystems

You can start to run new digital services, such as cloud-based services, on your existing systems. Quick, cost-effective and versatile - our solution acts as the ideal bridge to the new digital economy.

Transform your business support for the digital age

Our solution can also play an important part in supporting the transformation of your existing systems, providing one multi-product, multi-tenant end-to-end platform to manage the customer services running on these new systems.

Introduce new digital services quickly and efficiently

As and when you want to introduce new digital services – a real time online smart metering product, for example, or a bundle of road, rail, car sharing and travel insurance services – our solution can happily take it on board, making all the right connections and handling all the product, customer, order, billing and finance aspects for you, so you can concentrate on selling the service and giving customers the best possible experience.