



BUSINESS SITUATION

In the last few years, there has been a rapid increase in adoption of subscription business model, and that has resulted in growth of small and medium enterprises. Be it cloud services, home security & maintenance, online gaming, digital entertainment, education, elderly healthcare, and many businesses likewise, subscription business model is flourishing everywhere. End customers today do not want any upfront cost. Pay-as-you-go and cancel-any-time model has become the new norm and a make-or-break factor for the enterprises.

For any enterprise, in addition to delivering the core services, most important aspects are to keep records of its customers & their subscriptions, generate invoices, receive payments, manage ledgers, handle simple to complex taxation, to be able to generate new business and to be informed about performance and profitability of the business. Hence its utmost important for them to choose a right solution that provides all these key features. The solution must be simple to use, however, rich enough to handle all the complexities and the varieties of the business needs. As every enterprise is unique and their business approach is customised, the solution must be configurable and customizable to provide desired language, currency, localization and appearance flavors.

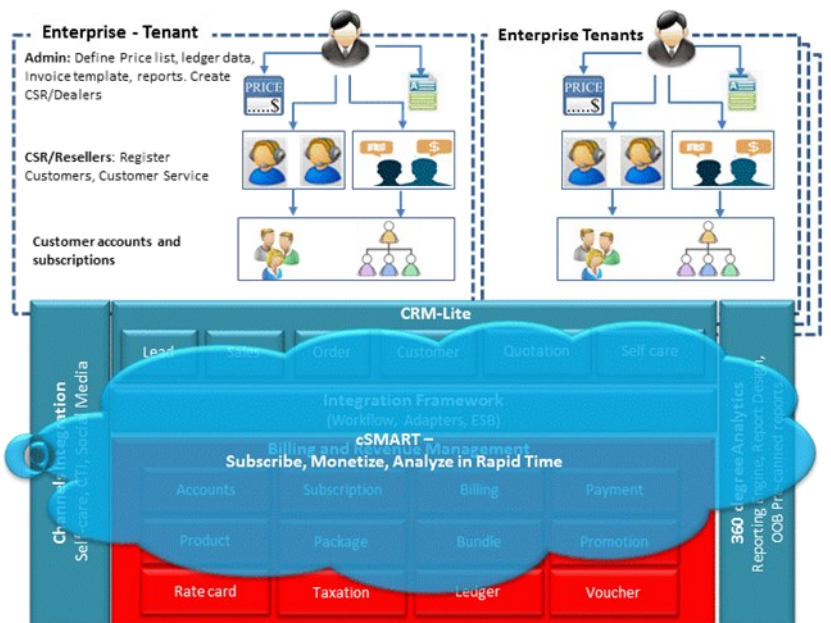
On premise In-house or third party solution is a costly affair for the enterprises considering the depreciation of assets and upgrade needs for both software and hardware. In addition, these solutions take months to be setup before business can start monetizing. As a result and considering forever and rapid advancements of technology, enterprise businesses, which are mostly built on the seed funds, are themselves preferring pay-as-you-go route instead of capex & opex investments. The model they expect is to be able to almost instant setup their business without any upfront investment.

Subscribe, Monetize, Analyse in Rapid Time

cSMART is a cloud based E2E subscriber management and billing solution for enterprises, enabling them monetizing their business offerings in a quick time and with no upfront investments.

The solution, built on the core foundation of robust and feature rich Oracle BRM, has the capability to serve the need of any subscription business. It comes with a suite of simple and intuitive web based applications for business and provides the complete lead to cash realization. Being a multi-tenanted application, it facilitates enterprises to quickly self on-board themselves, start implementing their offerings, mange leads and opportunities, generate quotation, register customers and billing them for their services, manage taxes and perform business analytics on their offerings and revenue. It also provides a self-service portal for the end customers.

The solution also provides the flexibility to the enterprise for self configuring and customizing the solution based on their need, e.g. language, currency, UI appearance, invoice templates, payment methods, custom fields and forms etc.



Value Proposition

A suite of web applications

- ◆ Pricing catalogue management
- ◆ Customer Relationship Management: Lead, opportunity, quotation, and sales order
- ◆ Agent Assist for handling customer enquiries and tickets
- ◆ Trouble tickets and billing enquiry management
- ◆ Single sign-on and permission control

Self-service onboarding

- ◆ Enterprises can self on-board themselves as a tenant to the revenue management system
- ◆ Self Customizable UI for Customer management (e.g. adding new fields, forms etc.)
- ◆ Self customizable invoice template

Integration

- ◆ Workflow support to facilitate integration with other enterprise systems
- ◆ API support for partner and social media integration

Billing Core

- ◆ Capability to perform any type of charging such as Recurring, Onetime, and Usage
- ◆ A robust subscription billing engine with forward and arrear charging, proration, backdating, etc.
- ◆ Support a variety of payment channels
- ◆ Partner management; Partner administration; Partner remittance rules
- ◆ Support bulk loads framework (E.g. usage, payments, refunds, adjustments)
- ◆ Business Rule Framework to provide customization capability to enterprise E.g. Price override, Bill number generation, Credit Allocation, Collections rules
- ◆ General ledger configuration and reporting

Others

- ◆ Rich UI tool for BI and Reporting
- ◆ Field Service support
- ◆ Web and mobile based self-care

About Covalense

Covalense is an IT services and solutions company with implementations across 12 geographies through our development centers in India, New Zealand and United States. Our activities comprise of business application development; design and implementation of enterprise integrated solutions and support of well-known international IT products. We also provide full-spectrum Business Application, IT services, Mobility and Cloud services to corporations globally.

Covalense specializes in Oracle Communications stack, providing solutions for convergent charging, Order management, service provisioning and activation. Covalense has consolidated experience of 1000+ person years in implementing OSS/BSS solutions for various customers across geographies. Team Covalense carry extensive experience in architecture-design and implementation in the Communication Services domain.

Covalense has been ranked among the top Six Global BSS-OSS Software Vendors by Technavio Research. Covalense is an Oracle Gold Partner and proud recipient of the Specialized SI Partner accreditation at the Oracle Open World 2014. Covalense sponsored and participated in the Oracle Industry Connect 2016 as a niche integrator and smart solution provider.



Contact Us: info@evolutiotech.com

ORACLE ACCREDITED SPECIALIZED SI PARTNER



Covalense

Website: www.covalense.com

Sales/Enquiries: info@covalense.com

All brand names and trademarks belong to respective owners.