

Fact sheet

Local Exchange
Carrier found
solution for billing &
process
optimisation

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DOKOM21

The company

DOKOM21 GmbH is a carrier which operates a local network in the region of Dortmund, Unna, Schwerte and the surroundings inhabited by 2 Mio. residents.

Besides offering private and business customers the classic products for telephony and Internet the company also provides services like housing, hosting and leased lines. Since 2002 DOKOM21 is a customer of dimari.

The task

The company planned to implement a software solution for the billing of private and business customers. Especially for its inter carrier billing DOKOM21 was looking for a system that could efficiently process great amounts of data of incoming and outgoing traffic.

In addition to the general requirement for high performance the new billing system needed to provide the following features:

- Data entry from a self-developed CRM system
- Transfer of rated and aggregated data into SAP
- Processing of usage data from various network elements e.g. RADIUS server, VoIP- and ISDN switches.

Moreover dimari was assigned to develop functions with which prices of different carriers could be compared and loaded to a least cost routing server.

The solution

On the basis of these general conditions outlined by DOKOM21 dimari developed a comprehensive concept (workbook). In a next step the companies corporately defined the specific requirements for the solution as follows:

- Collection, processing and rating of voluminous data streams
- Data processing with modern XML technology
- Flexible configuration of tariffs (contingents of free minutes etc.)
- Functions for least cost routing (LCR)

The implementation

The implemented solution varioBill consists of different modules: A mediation device collects and converts data coming in from different network elements. By various modules the data gets processed, checked for consistency and transferred to a rating module. This rates the data according to the individual tariffs and stores the results in a database.

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DOKOM21

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Specific XML interfaces with external systems e.g. with a CRM module, with different switches and the system SAP were realised. These allow for a flexible exchange of data and tariffs.

DOKOM21 is using varioBill for Inter Carrier billing and the generation of sample accountings. A module for least cost routing provides the option of comparing prices of different carriers at a glance: The information of prices of the carriers are exported and loaded to a network element, which then chooses the routes.

Time schedule (in weeks)	1 - 4	5 - 8	9 - 12	13 - 16	17 - 20
> Start of project	x				
> Workbook & development of concept					
> Installation of pilot version					
> Customising					
> Migration & adjustment of rules					
> Customising of interfaces					
> Testing phase					
> Real-life migration					
> Launch					x

The results

According to the specific requirements of DOKOM21 dimari developed and implemented an individual solution fitting to the company. It grants the company an increased competitiveness, which in the last years lead to DOKOM21's leadership on the market. Marketing and sales can now configure tariffs flexibly and thus enhance the company's position on the market.

The customer's feedback

Stefan Skuballa, Director IT: 'Throughout the project we enjoyed a constructive cooperation. dimari developed a solution according to the timelines of our project. It delivered a system of high quality and as the first one of all other distributors! Whenever we request support now we are assisted within a short time and always get helpful responses.'

Please contact us for further information about this project:

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