

Fact sheet

Mobile virtual network operator implements a solution for customer management & billing

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Tangens

The company

Tangens is a nationwide service provider with a mobile virtual network. The company serves prepaid and post pay customers, which solely use the wireless network of T-Mobile, the German market leader.

The company offers its customers a range of products from

- wireless voice (for prepaid und post pay),
- GRPS services (data services),
- VAS - services (value added services)

up to hardware (devices).

As a special service it enables customers with a low credit rating to use post pay services by a monitoring system. Moreover Tangens offers other companies the handling of activation and billing processes.

The task

To have more effect on and a quicker reaction to a volatile market, Tangens planned to implement a new customer management & billing solution. An old system running out of maintenance had to be replaced by a deadline and existing data had to be migrated within one day. The new solution had to provide interfaces to T-Mobile and a web portal operated by the company.

Tangens was searching for a solution that would optimise current processes. The new system was required to be customizable at any time and configurable easily. With this project Tangens assigned dimari.

The solution

On the basis of a thorough analysis of the requirements dimari provided Tangens with the customer management and billing solution varioBill. This contained the following adjustments and steps of implementation:

- Connection to a Web Shop for order management
- Migration of data and mapping of existing products
- Real time XML interface with T-Mobile
- Management of phone numbers and SIM cards
- Optimisation of processes by automatic setting of status

The implementation

The suggested solution was ready for implementation for Tangens already after one month of customising. The required interfaces with other systems were developed successfully. Now an automatic activation/deactivation of the services is carried out

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via a real time XML interface with T-Mobile. An online query collects the network usage of the customers. If the limits are exceeded first the customer receives a SMS and then a service cancellation is conducted. Other internal processes were optimized by automatic procedures.

dimari arranged for the solution to be delivered by the deadline. Just four weeks after the launch the first bill run was conducted successfully.

Time schedule (in weeks)	1 - 4	4 - 8	8 - 12	12 - 16
> Start of project	x			
> Installation of pilot version				
> Customising				
> Migration & adjustment of rules				
> Testing phase				
> Customising of interfaces				
> Real-life migration of legacy system				x
> Launch				x

The results

Tangens can respond to its customer's requests much quicker as marketing and sales are now able to flexibly configure tariff models. With this individual solution tailored to its specific requirements the company can react to the market precompetitively. By improving the monitoring of the customer's turnovers the amount of outstanding payments was reduced considerably.

The customer's feedback

'With this project Tangens was searching for a long-term partner. Right from the beginning the project was marked by a constructive cooperation. Our requirements were met by dimari right on time. The progress of the project convinced us and we found this partner and the system varioBill to be the fitting match for us. In regards to support we benefit from quick responses and helpful solutions.'

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