

The billing process using hIPer™

- 0. System initialization:** uploading and configuring client, service and price list data.
- 1. Upload CRM data:** assigning contracts and service points to clients.
- 2. Add services:** define the services on offer for contracts and service points and their expiry date.
- 3. Specify the rating methods and billing cycles:** define the relevant tariff package for contracts and service points and the billing cycles for which the rating is given.
- 4. Usage date upload and rating:** the system retrieves the usage data relevant for the given billing cycle and calculates a price for the services as previously set.
- 5. Cycle end:** at the end of the billing cycle, the system calculates the items to be included on each invoice, such as fees charged for traffic usage, one-time fees, monthly fees and discounts. The system performs currency conversion and calculates VAT payable.
- 6. Preparation control reports:** before preparing invoices, the system generates control reports to help identify possible errors.
- 7. Invoicing:** following approval, the invoice generator automatically prepares the invoices in the format suitable for printing.
- 8. Printing:** physical printing of the files (in a printing house or on office printer).

Customer care, billing and monitoring system

- Multi-tiered rating/price schemes
- Pre- and post paid client support
- Partner management, reseller support
- Flexible discount management
- Monitoring, reporting
- Fraud management
- Own Internet-based client portal
- Multi-language and multi-currency support
- Quick and easy localization

hIPer™ provides you with a comprehensive tool to effectively integrate a dynamically **changing customer base** of telecom providers, **multi-faceted services** and related billing, as well as the **complex pricing and payment methods** applied to clients, partners and retailers. In addition to generating **great numbers of timely and accurate invoices**, the system also delivers up-to-date information to support efficient **customer relationship management**.



BILLING. WELL DONE.

**CUSTOMER CARE, BILLING AND MONITORING
SYSTEM FOR IP-BASED TELECOM SERVICE AND
UTILITY PROVIDERS**



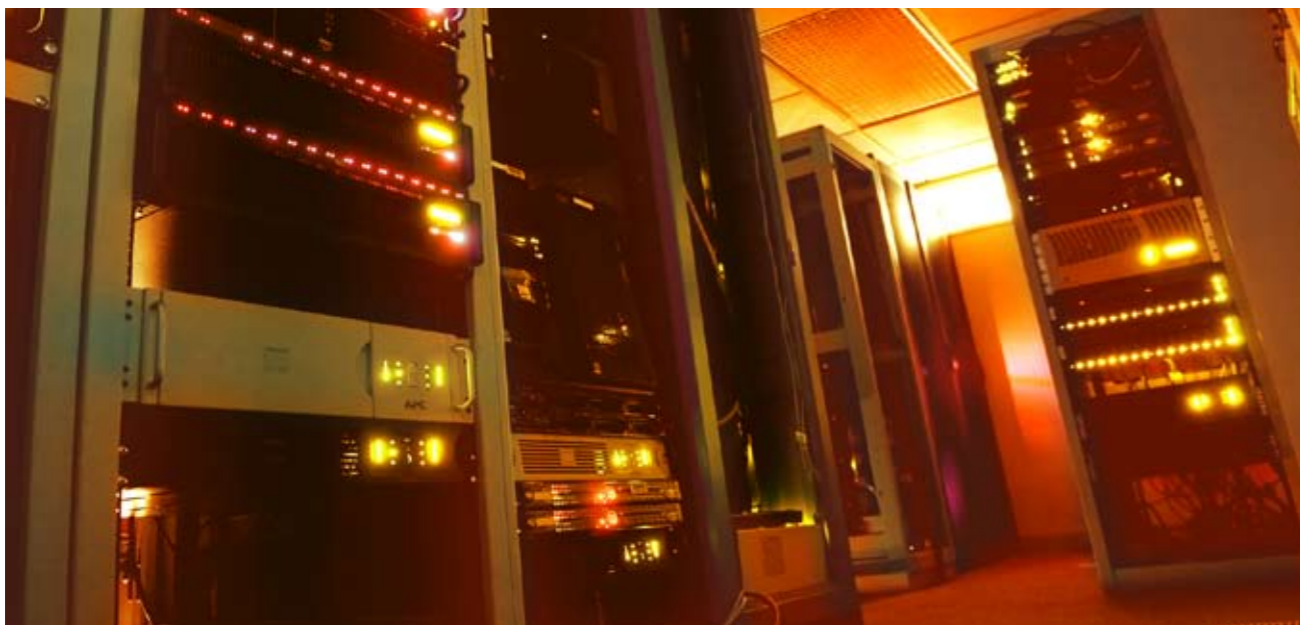
TECHNICAL BACKGROUND

hIPer™ is a platform-independent, Java-based Web application that operates with any operating system that supports the running of Java applications. hIPer™ cooperates with the user's databases, while requiring nothing more than a browser on the client side.

PARTNERS USING THE hIPer™ SYSTEM

Actel Zrt.
EQNet Zrt.
Intellicom On Line System Informatikai és Tanácsadó Kft.
Invitel Zrt.
Mediatel – Poland
Mikroháló Távközlési Szolgáltató Kft.
T-21
DesignerTeam
Technos Telecom B.V. – The Netherlands
Vivafone Kft.
VIK Plovdiv – Bulgaria

EUROMACC KFT. IS A MEMBER OF THE AMERICAN HUNTEL SYSTEMS GROUP ESTABLISHED IN 1912. BASED ON THE BILLING EXPERIENCE OF ITS AMERICAN PARENT COMPANY, EUROMACC KFT. HAS DEVELOPED A SUCCESSFUL RANGE OF BUSINESS SUPPORT, BILLING AND CUSTOMER RELATIONSHIP MANAGEMENT SOLUTIONS, AS WELL AS A VARIETY OF OTHER COMPREHENSIVE PRODUCTS AVAILABLE AS OUTSOURCED SERVICES.



hIPer™

IP-based service providers are among the **world's most innovative companies: their service offering is expanding swiftly while their customer base grows by the day**, while competition for market share means they are forced to offer a **variety of discounts to their clients**. Under such circumstances, there is huge pressure on service providers to continue to improve customer relationship management. **Large numbers of invoices need to be issued in a timely manner**, and they should accurately list the various services and discounts clients have taken advantage of. Nonetheless, language and statutory requirements should always be observed, while accurate records need to be kept of invoicing cycles assigned to each client. **hIPer™** is a customer relationship management and billing system that performs these tasks **outstandingly reliably**, while allowing for easy management of a large number of clients or **network of partners** in several countries, using a variety of languages, and ensuring that all legal requirements of the given country are observed. The system comes with a user-friendly graphical user interface to ensure transparent and reliable customer relationship management. This is a **platform independent** solution combines effectively with other business applications, and may be **fully integrated with any accounting and bookkeeping software**.

Who should use hIPer™?

hIPer™ gives the edge on the competition for those companies who provide, or wish to provide, IP-based services and have **large numbers of clients** (from hundreds to hundreds of thousands), and plan to implement multi-tier services and pricing methods. hIPer™ offers data entry staff, executives, partners and clients a system that is **transparent and reliable**.

hIPer™ fully **supports AAA (Authentication, Authorization, Accounting) functions within the company** and provides immediate and accurate information to accounting and bookkeeping. The system automatically forwards revenue and other data to the financial records.

The partner management module allows possible **partner service providers and retailers to cooperate in line with the given business model** by getting their own graphical interface and database.

What solutions are supported by the hIPer™ system?

hIPer™ provides immediate solutions for **VoIP, Internet, WiFi, PSTN, Cable TV** as well as **Triple Play, VOD** and any other **content providers**.

The system may be **continually expanded**, so that it is indeed a **cost-effective** solution for companies ranging from new entrants to the market with a limited number of customers to well-established players with very large numbers of clients.

hIPer™ can easily transcend national borders, too: The system is capable of producing invoices in a **variety of languages and currencies** and in compliance with local legal requirements. The system always provides the user interface in the appropriate language, while it ensures **standardized control and management** for executives.

THE CORE FUNCTIONALITY OF hIPer™

Getting your invoices ready

hIPer™ is capable of handling large numbers of clients by keeping track of and assigning the requested services and related pricing information to each client, as well monitoring invoicing intervals and conditions, while supporting modification where necessary. The system is also able to handle several currencies in line with relevant legal requirements.

Scalability

hIPer™ grows as your company grows: it is a cost-effective solution for small- and medium-sized service providers, and due to its modular structure and scalability can safely handle a growing number of clients. The system administration work required to keep the system running can be maintained at an efficient level in any phase of company expansion. It may also be installed to go live very quickly.

Client communication portal

hIPer™ may be expanded with the WebCare™ solution, an Internet-based client portal also developed by EuroMACC. WebCare™ provides high-level support to customer support centers, it is scalable, and its capacity can be expanded as the number of clients grow, so that it significantly improves data quality and reduces the need for resources on the customer support center side.

EEBPP™

The EEBPP™ (EuroMACC Electronic Bill Presentment and Payment) application ensures preparation, storage and payment methods of electronic invoices conform with the legal requirements. EEBPP™ uses company databases to automatically issue large numbers of electronic invoices, significantly reducing the cost of printing hardcopy bills.

Rating engine (rates and discounts)

hIPer™ has a highly flexible rating engine, which allows for secure and reliable output of invoices for services with complex pricing models. The engine is capable of processing any specified usage data. The sophisticated discount definition system supports an extremely wide variety of discount schemes.

Handling clients from several countries

Regionally expanding companies must operate invoicing systems according to taxation and other regulations of a number of countries, while invoices must be issued in various currencies and languages. hIPer™ offers a complete solution.

CRM

hIPer™ works with its own CRM system, which provides a broad range of functions for the management of clients contracts and service points, as well the services available. In addition, the CRM system may be linked to the existing CRM systems according to a set of technical rules to enable their functions to be integrated.

Partner management

Due to its functionality, hIPer™ provides a number of separated environments for wholesale and outsource partners, and can manage and process data flow between specific subsystems.

AAA (Authentication, Authorization, Accounting) protocol support

The AAA process is a crucial element of the security of IP services available via the network. One of the most renowned protocol of AAA processes is RADIUS, therefore, hIPer™ is also capable of operating as a high performance RADIUS server, ensuring on-line service management.

Business critical application

The billing system is one of the most important quality elements of the operation of companies with large numbers of clients: it makes the company credible to its clients and gives a leading edge over the competitors. hIPer™ has proven track record of its high performance, high-availability and its foolproof operation both with dynamically growing domestic companies, and in the global environment.

Monitoring and reporting

hIPer™ has a number of monitoring and reporting functions that provide continuous feedback both to the operators using the system and to senior management. This gives them up-to-date information on the operation and effectiveness of their processes. Such functions include Dashboard, Report Maker, Fraud Manager and creation of a list of unresolved calls.

BENEFITS OF USING hIPer™

EXECUTIVE BENEFITS

- Scalable and cost-effective;
- This solution expands with the company and its group of clients;
- High-level availability and secure operation;
- Large variety of control functions;
- Low resource requirements.

BUSINESS BENEFITS

- In-house, Internet-based customer support;
- Integrated with accounting and bookkeeping functions;
- Easy to implement call card model;
- Easy to maintain price model;
- Keeps track of clients, agents, contracts and client communications;
- Reseller partner network support;
- Graphical user interface;
- Also available as outsourced service;
- Advanced, tailor-made monitoring and reporting framework system.

IT-MANAGEMENT BENEFITS

- Platform-independent, compatible with other applications;
- Easily accessible and accurate data, support for data trail analysis;
- Modular, scalable structure.