



? Why Redknee

Redknee's award-winning, next generation billing and customer care solution is available as a cloud-based SaaS offering with all the tools needed to address the entire subscriber lifecycle.

Built on the Microsoft platform, which includes Microsoft Dynamics CRM, SQL Server and Windows Server, Redknee provides the most extensive pre-integrated billing and customer care platform in the industry—now as a cloud-based, SaaS offering.

Redknee Cloud responds to the needs of today's service providers to deliver innovative services and offerings to their customers, without the significant investments that were once required.

New technologies and services such as OTT, Video, LTE and VoLTE can be quickly and easily supported, without impacting existing back-office systems.

Billing & Customer Care Powered by The Redknee Cloud

A fully hosted, end-to-end converged billing and customer care Software as a Service (SaaS) solution.

Solution overview

> Billing in the Cloud

The rise of cloud-based billing is being spurred by rapid advancements in next-generation networks and devices, along with new applications and innovative services, such as M2M, OTT, and new entrants to the market including retailers or media companies.

To capitalize on this market opportunity, Communication Service Providers (CSPs) need to launch services quickly and have the tools and business intelligence to support their differentiated offerings, personalized promotions and smart customer care. This is in addition to the pressures of today's economic environment, where capital and operational costs need to be tightly managed and optimized.

> End-to-end Billing and Customer Care - Simplified

Redknee's Cloud solution is a fully hosted, end-to-end converged billing and customer care Software as a Service (SaaS). Redknee Cloud Billing and Customer Care provides fast time-to-market and a low risk investment strategy for service providers that want to easily manage their entire customer lifecycle - from activation and provisioning, to real-time billing, rating, invoicing, partner/channel management and full customer care capabilities.

Current Redknee Cloud customers include:



? Key Attributes

Fast time to market: Fully implemented in just weeks

Fully managed and hosted solution: Redknee manages the entire end-to-end billing service with 24/7 operational support

Secure, reliable & scalable: Full multi-tenancy guarantees complete privacy and allows service providers to grow at their own pace

Low risk business model: Pay-as-you-grow, with low up-front investment to minimize capital expenditures

Innovative pricing plans: Launch the innovative price plans your subscribers want: hybrid prepaid/postpaid plans, per-second billing and more.

How we help

Redknee provides fast time-to-market and a low risk investment strategy for all types of service providers. It manages the entire customer lifecycle—all in real-time.

> Deliver an Advanced Customer Care Experience

Pre-integrated with Microsoft Dynamics CRM, Redknee Cloud includes an advanced customer care module that incorporates a full set of features, including case management and trouble ticketing, dispute management and order handling. The real-time account visibility and self-care options empower customers with the ability to manage their own accounts, track their usage and upgrade their accounts. In account, it gives Customer Service Representatives all of the data needed to manage customer issues, provide relevant recommendations and upsell new services.

> Solution Highlights

Out-of-the-box functionality: End-to-end prepaid/postpaid/hybrid rating, charging and billing with hundreds of pre-built price plans, promotions and advanced customer care tools, such as pre-integrated customer relationship management (CRM), web self-care and interactive voice response (IVR).

An advanced retail experience:



Full Marketing Support: Launch tiered pricing, targeted promotions, loyalty campaigns and multi-service bundles through Redknee Cloud's integrated analytics, business intelligence and promotions engine



Subscriber Analytics: Gain a 360 degree view of customer spend, usage and existing trouble tickets across all services so that customer service representatives can provide rich customer care support and can identify upsell and cross sell opportunities



A Better Customer Experience: Provide customers with real-time visibility to their account balances and usage, plus self-care tools to select bolt-on packages and manage their group plans and hybrid accounts



Full Sales Enablement: Redknee's next generation Dealer Portal provides a complete retail solution, with pre-integrated Electronic Payment Gateways, Taxation and Commissioning services.

Ease of Integration: Pre-defined network adapters and hundreds of open API's for seamless network integration and faster time to market.

Eliminate Revenue Leakage and Fraud: Redknee's real-time, converged billing and charging features provide the ability to quickly identify and reduce revenue loss before typical end of month billing cycles.

For more information about Redknee's real-time monetization software, contact sales@redknee.com.