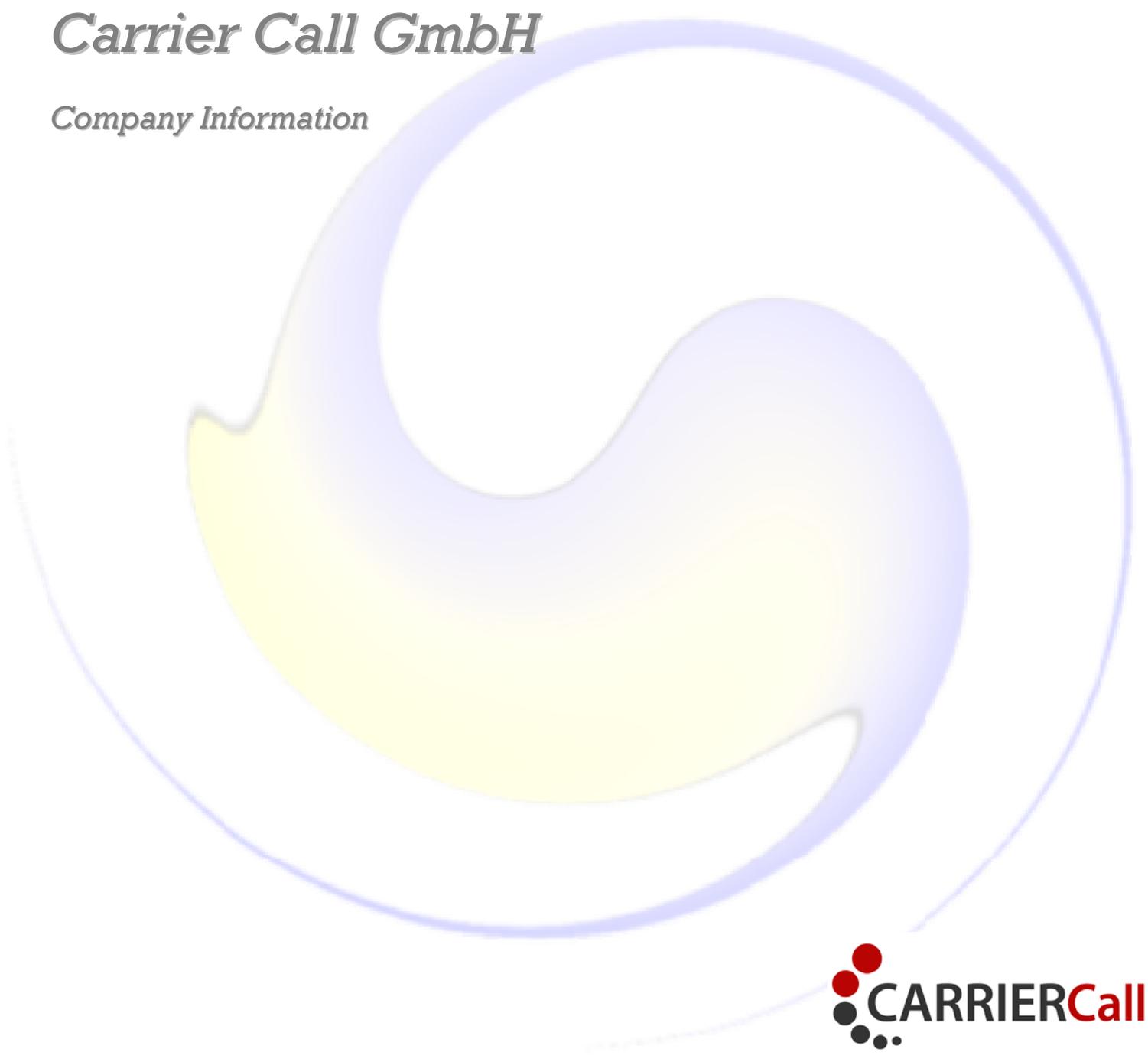




Carrier Call GmbH

Company Information





Industry Telecommunication

Challenges

Today's telecoms carriers operate in an extremely tough market – one characterised by intense competition, high costs and shrinking margins.

This situation is unlikely to change anytime soon. In fact, in all likelihood, competition in the wholesale telecoms market is set to intensify. Only those operators that are capable of boosting their revenues and reducing their operational costs by automating their business processes will survive and prosper.

Many operators have multiple billing, BSS and OSS systems and sprawling IT infrastructures that cover many territories. Data is not stored centrally, but is held in data silos across the organisation. Key business activities – such as the management of bilateral agreements – are frequently handled manually.

This situation is no longer sustainable. Operators are leaking revenue – by some accounts up to 15% of their income – due to administrative errors, high costs and inefficient processes.

Telecoms carriers are increasingly aware of this fact. They realise that there is no sense in maintaining a suite of disparate trading systems. Instead, there is a growing consensus amongst operators that they require a single trading platform – one that is capable of handling all of their wholesale business processes.

Solution

Carrier Call was founded in Switzerland in 2002 to fill this gap in the market. The company's award winning **XCarrier®** platform enables operators to manage their inter-carrier trading relationships more effectively.

Every carrier knows that the systems which underpin the trading and exchange of international voice traffic are exceedingly complex. But few appreciate the deep linkages that exist between all these business processes and systems.

Because these systems are so closely intertwined, a single error in one application can have serious implications further on down the line.

Carrier Call understands these linkages – the company is staffed with highly experienced telecoms software executives – and has developed from scratch a solution that can manage all voice traffic processes in one package.

These are just some of the processes that **XCarrier** can handle:

- Billing – reconciling received invoices and statements
- Routing – disseminating traffic through the most appropriate channel
- Switch provisioning – new routes and numbering plans are automatically delivered in real time to switches

Unique technology

One of the unique features of the **XCarrier** platform is its technology. Unlike other products on the market, **XCarrier** is capable of managing and interrogating billions of records in real time. This is because the platform is supported by Oracle databases and utilises Java and RIA technology at the front-end, which deliver a well known spreadsheet and intuitive user interface.

Being able to access trading data in real time can have a powerful effect on profitability. For example, voice traders can use the platform to access data on screen about partners during contract negotiations and respond appropriately.

The solution is also incredibly fast at transmitting commands to voice switches. This is because it utilises man-machine language (MML) interfaces to load, reconfigure and update voice switches immediately after executing the requested operations through the user interface.

Business benefits

XCarrier empowers operators. It enables carriers to cut costs, boost margins and react instantly to changing market conditions. In addition, the platform has the capacity to positively transform the way in which operators interact with their partners and suppliers by providing constantly high quality data and communication processes to them.

Besides these benefits, **XCarrier** also helps operators to:

- Improve their operational efficiency
- Enjoy a significant return on investment
- Identify sources of revenue leakage
- Detect and act on new business opportunities
- Obtain detailed business intelligence reports on call traffic
- Meet all regulatory and statutory requirements
- Migrate to a Next Generation Network (NGN)
- Purchase individual components of a inter-carrier trading platform if they chose

How we work

We start most assignments with a review of your existing processes and systems. We then conduct interviews with representatives from your organisation. Usually, these representatives include planners with experience in management, billing engineering, switching engineering, traffic management, finance and strategy.

We will then set up a joint workshop where we can brainstorm business strategy and define technical requirements for the chosen solution. Once the agreed requirements have been signed off, we will carry out a business integration process and set up and load the system. We will also provide training to the customer in traffic management,, carrier billing and sales, general billing and switch integration. Definition of the final acceptance test is a standard feature of each implementation project.

Once basic training is complete, Carrier Call and the customer set up the interfaces to the legacy billing systems and start loading the **XCarrier** solution with vital data from existing systems. The system development and integration process usually takes between one and three months and begins once data has been loaded from the legacy billing systems. In parallel, consulting and in-depth training on the new processes and products takes place.

Return on investment

Carriers who purchase XCarrier can expect a return on their investment within six to twelve months.