



## *XCarrier® voice trading platform*





**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.

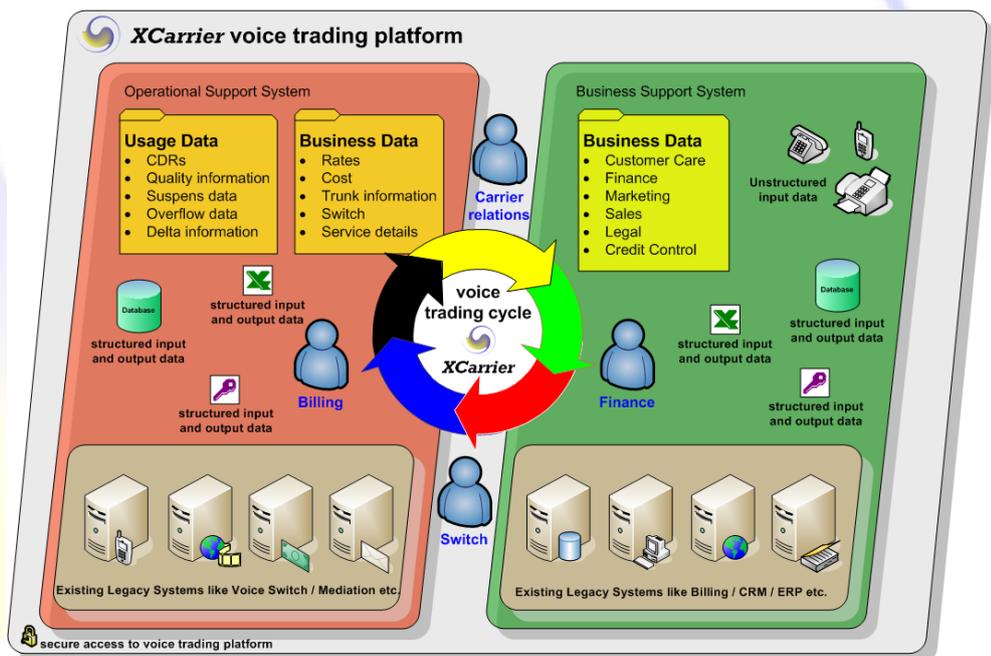
Carrier Call understands these linkages – the company is staffed with highly experienced telecoms software executives – and has developed from scratch a solution that can manage all voice traffic processes in one package.

**XCarrier** is an enterprise inter-carrier trading platform designed for ambitious wholesale operators. Many carriers have multiple billing, BSS and OSS systems and sprawling IT infrastructures covering multiple territories. Data is not stored centrally, but instead held in silos across the enterprise. Key business activities – such as the management of bilateral agreements – are frequently managed manually.

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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. **XCarrier** meets this important requirement. In addition, **XCarrier** enables carriers to cut costs, boost margins and react instantly to changing market conditions.

Besides these benefits, **XCarrier** helps operators to identify sources of revenue leakage; act on new business opportunities; improve operational efficiency and obtain detailed business intelligence reports on call traffic.



In short, **XCarrier** unleashes enterprise wide value. Major functions and features include:

- **Trading** – management of the entire voice trading process covering buying, pricing and selling
- **Price control** – ability to alter prices in real time on a daily and hourly basis
- **Routing** – disseminating traffic through the most appropriate channel
- **Billing** – reconciling received invoices and statements
- **Switch provisioning** – new routes and numbering plans are automatically delivered in real time to switches
- **Dispute management** – tools to automate the whole claim management process
- **Auditing** – services which identify costs and make real savings
- **Invoice management** – production of standard invoice templates