



# **MIND** **Managed Service**



## The MIND Managed Service

MIND Managed Service acts as an extension of your own company providing an **outsourced modern, reliable and comprehensive billing service** using a sophisticated management information and billing application. Used by many blue chip organisations in the telecommunications sector, the MIND Managed Service improves time to market and cost management and provides access to expert skills that are rarely available in-house.

Working with many different companies operating in different sectors and across several countries ensures that we are **constantly learning how to do things better**. This **perpetual evolution** directly translates into making sure that you get the best billing solution available in the market, now. And because we are ahead, you are too.

### Reasons for Outsourcing

**Billing is surprisingly complicated**, and as any organisation that maintains an in-house billing function will tell you, billing systems can be frustratingly inflexible when you need to respond to competitive pressure or bring new ideas to market.

MIND Managed Service is expert at managing the complexity required to make billing understandable, responsive and flexible. Our specialist staff is dedicated to developing better billing processes and systems to take on all the hassle of development and management so that you don't have to.

### Advantages of Outsourcing

Companies that outsource business processes, like billing, to an expert Managed Service provider are better able to:

- Control expectations,
- Deliver to tight schedules
- Create innovations in service
- Manage cost as a % of revenue
- Reduce CAPEX
- Maintain a lower headcount

Organisations often have limited and over stretched internal resources. But with the MIND Managed Service, they can review their needs objectively against business goals without getting distracted by the mechanics of how to make it happen.

With **predictable cost control**, access to some of the best minds in billing processing and development, and **faster new product time to market**, the MIND Managed Service is the smarter alternative to in-house management.

### Sophisticated Management Information

Our customers operate in different countries across three continents and multiple time zones, and typically have complex customer demands, complex tariff and discounting and complex reporting. We provide Managed Services for blue chip corporations through to start-up MVNO/VNOs with, and especially for divisions of more established businesses that want to compete in new markets at speed. What they all have in common is the need to generate understandable bills so that their customers know exactly how much to pay them, and when.

All of our customers need:

- Timely, Accurate and Informative bills
- Flexibility to adapt to new pricing patterns and market opportunities
- Customer demand and usage data
- Sophisticated revenue and margin analysis for all product types
- Web reporting and analysis

### **What MIND Managed Service Can Do for You**

MIND Managed Service provides billing expertise from the point when your customers make a phone call, to delivering the bill. We can provide the bill in whatever form you want, from a simple paper bill delivered once a month, to a full online facility allowing your customers to drill down into the bill.

### **How MIND Managed Service Manages Your Data**

You can be assured that we never do anything that puts your company or your customers at risk. Our systems are secure and we operate the highest levels of security in our data centres. We also take pride in complying with the most stringent quality control procedures and certification available.

With Abacus, you never actually lose control of your customers. The MIND Managed Service makes sure that you retain all the direct contact and control, at the same time as giving you all the reporting and analysis you need. Blue chip organisations embrace us as their trusted partners to provide them with the most accurate, informative and timely bill that your customers will ever receive. And so can you.

[www.mindcti.com](http://www.mindcti.com)

## About MIND

MIND (NASDAQ) is a leading global provider of real-time mediation, rating, billing and customer care solutions for prepaid and post-paid voice, data and content. Our customers include worldwide leading carriers servicing millions of subscribers, using our end-to-end solutions for the deployment of new services. MIND operates from offices in the United states, Europe, UK and Israeli headquarters.

For information about MIND and its products visit the company Web site:  
[www.mindcti.com](http://www.mindcti.com).

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