

MINDBill

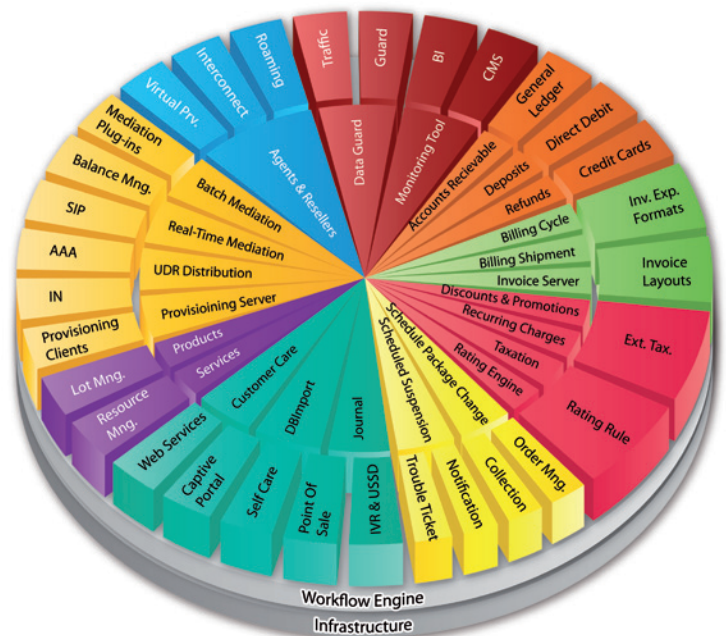
Innovation & Excellence

WE MAKE IT HAPPEN

MIND delivers a complete solution that suits carrier specific needs, across any line of business: voice, data, content, video; fixed, mobile, cable, satellite; prepaid and postpaid. MIND's solutions for service providers enable telecom operators to rapidly deploy services, support automated business processes and sophisticated business models.

MIND expertise:

- Combines business processes and technology to deliver high quality operational efficiencies through predictable and profitable business decisions
- Enables clients to derive significant benefits in terms of improved cash flow and enhanced customer satisfaction
- Offers end-to-end functionality support
- Includes vast experience in handling complex telecom business processes
- Provides technology-led business services & solution: in-house developed tools & applications for network & performance management
- Delivers customized training modules
- Supports clients' exponential growth

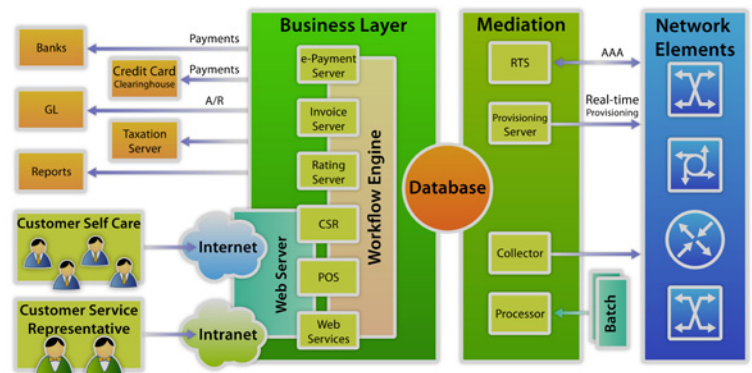


MINDBill- What is this solution?

MINDBill's convergent billing and customer care platform is an innovative, fully convergent, end-to-end billing solution. MINDBill enables service providers to quickly and efficiently handle millions of subscribers and transactions.

Key Features of MINDBill:

- Fully Convergent, End-To-End, Billing & Customer Care Solution
- Lowest TCO (Total Cost of Ownership)
- Support for both pre and post-pay business models
- Fast Return on Investment



www.mindcti.com

MIND- Supporting Telcom carriers since 1999 with highest level of Customer Service!

Offer	Description	Benefits
Convergent Prepaid & Postpaid Billing	Supports in one system both Postpaid and Prepaid for multiple services consisting of: Voice, Internet, Data, Content, and more.	Offers Telecom operators a genuine convergent billing system for building a strategic convergent billing asset
Point-of-Sale (PoS & Dealer PoS)	Enables operators to offer their prepaid and postpaid products and services in retail stores and manage the process within our enhanced solutions. The system also provides an end-to-end dealer solution, including a complete wholesale interface used to allow mediating the wholesale and wholesale return flows between the service provider and its dealers, along with a dealer retail interface for subscriber sales.	Ensures the flexibility, scalability, and reliability operators need to increase customer satisfaction, reduce time to market and operational expenses, and keep up with the often-changing market conditions
Customer Care	Customer care is rapidly becoming a strategic priority: customer satisfaction and loyalty are critical to enhance the top line, while maximum efficiency in cost-to-serve is imperative to sustain the bottom line.	Supports a single front-end customer care interface
Self Care	Customer self care is increasingly popular with both customers (end-users) and telecom operators as it usually provides access to information 24 hours a day, 7 days a week.	Provides customers visibility into their accounts while reducing operating costs through improved efficiency and integrated flow-through-fulfillment
Inventory	Offers a catalog of items that includes all the related essential details - from their receipt at the warehouse to their delivery to the end customer- enabling the definition of inventory items for the services, service charges for the inventory items and assignment of inventory items to customers.	Offers a full inventory control covering all commercial activities
Mediation	Provides a reliable, flexible and scalable mediation solution, allowing the service providers to offer high quality services and support their required business and revenue model.	Provides both real-time and batch collection, analysis and processing of billing events
Provisioning	The MINDBill customer database includes valuable information regarding the customers' personal data, identification parameters, and the services provided. The information is crucial for all the other systems integrated with MINDBill to work properly. The MINDBill Provisioning server can provide this information in real time and on demand.	Utilizes a workflow mechanism to provide any required business logic to ensure infrastructure efficiency and prevent revenue leakage

What should I do next?

Contact MIND today to ask how MINDBill can provide you with the flexibility and reliability needed to increase customer satisfaction and profitability, while reducing the cost of ownership and operations and ensuring a fast return on investment due to its end-to-end capabilities combined with a modular architecture and cutting-edge technology.



www.mindcti.com

MIND- Supporting Telcom carriers since 1999 with highest level of Customer Service!