

A photograph of a businessman in a dark suit and blue shirt walking down an escalator. He is carrying a black briefcase in his right hand and holding a tablet or folder in his left. The escalator has a metal handrail and a glass railing. The background is slightly blurred, suggesting motion.

Analysis 7[®] is an Enterprise level billing analytics solution deployed in weeks with minimal Telco work streams

Overview

Analysis provides a vital service to business customers while saving time on customer support and billing print fulfillment costs for the service provider. The customer can understand and manage their spending by creating their own reports and allocating costs with the option to access their bill. Reports are available instantly at every level of analysis, from trend summaries to individual line items.

Tier 1 and Tier 2 Telcos are seeing increased competition in the Enterprise customer space. The challenge for the Telco is the emergence of the Multi-National Customer (MNC) and their desire for transparency across their global operations. CTIG's Analysis 7 solution provides the MNC with a seamless view of total usage, cost, and spend.

What's new?

Customer Profiles

With the introduction of Customer Profiles in Analysis 7, Telcos can determine the features and reports an individual customer or groups of customers can see and create a tailored product with the appropriate functionality. This will allow Telcos to tailor analytic offerings to specific customer groups, from MNCs down to SMEs.

MNC and SplitBilling

Support for MNCs in Analysis has been extended to include SplitBilling. SplitBill allows handset users to identify and separate personal and business communications. Statements can then be submitted for review via a number of reports and supervisors can take actions to easily manage their users personal spend.

Company Structure

Analysis 7 allows the customer to create and manage multiple company structures. This has been redesigned to support a slider control mechanism which uses a dynamic model for updating business hierarchies making the creation and management of company structures much more user friendly.

Product Versions

Analysis 7 Works

A fully wrapped out-of-the-box solution designed to serve all your SOHO, SME and Enterprise customers

Analysis 7 Flex

A comprehensive set of tools and functional portlets that allow a truly flexible platform for deep integration into the Telco web portal.

Analysis 7 Toolkit

A full suite of end-user and Telco functionality supplied with an API and SDK to allow the Telco to integrate into their existing web portal and web presence.

Key Business Drivers

- Cut customer service costs by providing tools for customers to resolve their own billing queries.
- Maintain proactive customer relationships. By encouraging online activity, Telcos can develop a greater understanding of consumer behavior.
- Fast, powerful cost analysis. Clients can set up watchpoints in Analysis to view succinct, customized summaries of the reports that matter to them.
- The need to access the exact level of analysis. The “click and drill down” design can produce chart summaries in more detail with just a few clicks.
- Analysis mirrors the user’s own business structure, so that phone usage be easily managed. A range of reports are available, presented as charts making them easier for users to read and understand.
- Provides the ability to consolidate data and report globally on key accounts
- Unparalleled levels of integration and deployment options for all sizes of Telco. From a standalone deployment to integration, using java portlets or the XML APIs, into the the existing Telco portal environment or solution, giving overall flexibility for integration and hosting.

Benefits to End Users

- **Saves time and cost**– Standard reports are instantly available, with graphs and even customized reports can be run within seconds – so the user gets just what they need, when they need it.
- **Customizable reports**– Analysis balances a portfolio of standard reports with a wizard feature that creates report templates. These templates enable the user to save and run reports according to their needs each month.
- **Cost allocation**– Analysis enables administrators to allocate usage to hierarchy or cost center structures that reflect their business.
- **Greater transparency**– The recipient benefits from much clearer bill information, allowing them to examine usage at department, team and individual levels.
- **Multi-National Reporting**- MNC, Country, Account, and Usage detail level across all the standard and customized reports.
- **Currency conversion**- Gives the end user the ability to convert their mixed currency billing data into their required target currency.

Benefits to the Telco

- **Self-service**- Because Analysis empowers customers to answer their own billing queries, you’ll make major savings in terms of time and money.
- **Win new customers** as the variety of telcoms services grows and billing becomes more complex, Analysis is fast becoming a “must have” on tender documents.
- **Complements existing systems**- Analysis can be delivered online as a stand alone solution, or integrated into your portal.
- **Hosting**- Flexible deployment means the solution can be hosted by CTI Group, yourself, or a nominated third party.
- **Scalable**- Meets the needs of of all customers from consumers to large enterprises and MNCs
- **Flexible**- Implementation and on going development is up to you. The power to change and adapt the solution is yours, it’s up to you to decide who develops it, your own team, a system integrator or CTIG.
- **Provides Multi-National Customers** with the ability to report on their billing data globally without the restrictions of only being able to consolidate accounts with the same billed currency.

