

vBoss

Hosted VOIP Billing & Switch Management

About Company

vSwitch is a product of DTMF Networks SDN BHD which is an MSC Status company (a prestigious status for telecom companies, www.mdec.my) in Malaysia offering next-generation telecom solutions & services to hundreds of carriers around the globe.

DTMF Networks is part of a large & financially strong group of companies having operations in UAE, Hong Kong, Singapore, Malaysia, and Pakistan with ambitions to go to spread to other regions too.

The company employs industry best practices and tools to offer customized, yet scalable & cost effective solutions for voice connectivity businesses. It has dedicated high skilled team of professionals with expertise in various cutting edge tools and technologies.

vBOSS is a robust carrier management solution developed by DTMF Networks for the purpose of wholesale voice billing service and has been in use for services hundreds of wholesale carriers including Tier 1 carriers from around the globe. The solution has been designed keeping in view the complexities of the voice switching world and provides detailed analysis, reporting and bill generation capabilities. The system is fast yet elaborate and can save up to an estimated 60- 85% of their time in operations management by switching from manual or other forms of billing systems to vBOSS. Some of the elaborate features are unique to this system that others have yet to see or incorporate. Product customization can also be provided if needed

The system is highly scalable to handle millions of CDRs, has high availability, support for complex business arrangements and payment mechanisms, provides role based access to the system, advanced analytics, profit and loss reporting and much more. fail-safe mode to ensure highest availability possible.

Mediation & Rating

vBOSS offers comprehensive mediator and Rating capabilities unmatched by any other. The rating can be performed on the basis of time of call, destination, routes and customers individually or based on group selection



Switch Management & Control

vBOSS Pro is a powerful tool with robust advanced feature set to manage and control the underlying vSwitch platform (i.e. Genband / Nextone) to the minutest detail. Both switching and billing can thus be managed through a single interface.

With this feature, a vBOSS partition customer has the comfort of checking route performance, statistics and monetary performance etc based on the traffic flowing on the vSwitch Platform. Thereby, switch management & control allows the OSS and Billing management system & underlying Genband / Nextone (vSwitch) platform to work together in total harmony.

Features:

- ▶ Highly scalable, reliable, modular and secure carrier management system
- ▶ Highly available with 99.99% uptime
- ▶ Interoperability with wide range of switching platforms
- ▶ Cross browser compatibility & Web 2.0 application
- ▶ Accurate rating and invoicing
- ▶ Both online and offline billing support
- ▶ Support of complex business / service agreements
- ▶ Efficient trading engine that incorporates complex business logic
- ▶ Advanced analytics with pattern recognition, reporting and alarm generation
- ▶ Visibility on key business indicators including overall, route based and destination based profitability
- ▶ Comprehensive reporting on route quality, traffic trends and other business and technical metrics
- ▶ CRM portal access
- ▶ Role based access
- ▶ User friendly interface and navigation
- ▶ User dashboard for quick access to system

vBoss Applications

Customer Management

vBOSS customer management module takes into account all the current modes of business transactions including prepaid and postpaid, bilateral, Swaps. It also provides the flexibility to manage customized deals for customers. It has the ability to capture all necessary information of the customer to perform timely notifications of rate

Advanced Analytics

Through vBOSS advanced analytics carriers can stay ahead in their business by having access to comprehensive reports to give revealing the financial health of their business. Carriers can view profit margin on each route on almost a daily basis, review trends of their cost and price, margins per customer or vendor wise trends and view reports on other key performance indicators.

Rate Management

vBOSS rate management comes with an elaborate feature set that is capable for supporting A-Z destinations, bulk rate changes, defining billing increments, time of day billing, invoice period etc.

Region Management

This module provides the ability to define different regions on the basis of prefixes and create subsets and supersets out of these for ease in rating and billing.

Reports Management

vBOSS has support for near real time reporting features to allow business managers to monitor, assess and make important business decisions. Through vBOSS carriers are

able to monitor the health of the destinations, financial performance of routes, contributions of the customers etc.

Dispute Management

The system has an elaborate module for resolving disputes arising from mismatch of CDRs, rates etc. Without this system customers can spend hours maybe days to figure out the cause of problem thus blocking funds. and media gateways.

Revenue Assurance

The system provides timely information about accounts that have not paid their bills by the designated time period. This helps the carriers to minimize revenue leakage, and take timely action on such cases. Information about unpaid bills are received through alarms and regular reports.

Secure Access

Since the system contains highly important and confidential financial and business information of the customer ensuring security for carriers is of utmost importance. This is guaranteed by keeping multiple levels of security and authentication. Customers can allow role based access to their employees too.

User Management

vBOSS provides an elaborate account creating and user management interface with the ability to provide customized views for different set of users. Such capability ensures secure and role based access to the system to suite the corporate environment of the customer. The system maintains logs of the activities in each account as an extra precaution to avoid undesirable outcome due to human involvement.

Highlights

- ▶ Industry Lowest Rates
- ▶ Industry wide Intraoperability
- ▶ 24/7 Support Online Chat
- ▶ Robust Billing, Reporting and Carrier Management
- ▶ Free Demo
- ▶ Unlimited Carrier Billing
- ▶ No strings attached
- ▶ No Additional Charges



About Management

The company employs industry best practices and tools to offer customized, yet scalable & cost effective solutions. It has dedicated highly skilled team of professionals with expertise in various cutting-edge tools and technologies. The management comprises of experienced specialists from the telecom, technology and financial sectors and have contributed by working in global giants such as Sprint Nextel (USA), AT&T (USA), Orascom Telecom (Egypt) and Texas Instruments (USA).

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