



EYEBILL

VoIP Billing Platform

The System Inside *business logic*



WE GIVE YOU CAPACITY



EyeBill VoIP Billing Platform
delivers a solid pack of powerful
business features

YOU HAVE
THE POTENTIAL



EyeBill VoIP Billing Platform

» EyeBill VoIP Billing Platform – Introduction

Alternative telecoms from all over the world benefit from EyeBill's robust real-time Billing Engine because EyeBill is designed to ensure an optimal combination of billing and management support features that give you the capacity to deploy your VoIP business potential.

EyeBill VoIP Billing Platform is an advanced component-based modular product, which is the absolute billing and customer care solution for large, medium-sized and start-up VoIP service providers. It perfectly matches the individual requirements of any business model within the VoIP industry. The interface of the platform is web-based and can be used by companies with offices in different geographical regions without the need of installing additional software.

EyeBill VoIP Billing System is a multifunctional application. Along with the system's main purposes:

- Authentication
- Authorization
- Accounting

its design incorporates multiple features and functions that aid the overall management of a telecom business.

Those features appear in a finely tuned combination that is **optimal for the support of all operational processes** in a VoIP telecom company.

- ✦ Customers
- ✦ Services
- ✦ Finance
- ✦ Distribution
- ✦ Reporting
- ✦ Traffic partners
- ✦ User rights



With this optimal combination of flexible functions you are well equipped to:

- **Win customers**
- **Grow your business**
- **Profit**
- **Stay competitive**

» Customers

Manage customers

- Register customers and create customers' database for a reliable contact/account management
- Create accounts with a single customer or multiple customers using the same account. Each customer subscribed to the account can have different tariff plan and service configuration
- Schedule automated rule-driven customer alerts and notifications through e-mail¹ - welcome message, birthday congratulations, new rates, low balance alerts and any other type of notifications depending on the company's needs and customer preferences
- Enable customers to view call history and account balance through your website, register for services and pay on-line

"We know the needs of our market; that is why we installed EyeBill and are now appreciating their readiness to assist in developing solutions for our specific requirements."

Marco Vitali, Managing Director, ITINERIS SpA - Milano

» Services

Create and assign services to your customers

- Simultaneously manage different business models, available in debit, and limited or unlimited credit scenarios
 - prepaid calling cards
 - call shop
 - corporate clients
 - residential clients
 - wholesale (carrier-to-carrier)
- Bundle services - Bundle pricing plans for Voice, Fax, and Data, and combine with additional service configurations. The combination is stored as a unique offering in the database and is easily assigned to a single customer, a corporate account, or a series of prepaid calling cards.
- Assign business models and services per:
 - customer
 - corporate account
 - individual customer within the corporate account
 - series of prepaid cards



"A truly flexible customer management tool! We completely rely on EyeBill for developing and expanding our business."

Steve Hersman, Director of Marketing North America, Hermes Phone

» Finance

Control collections

- Generate and e-mail pro-forma invoices and original invoices
- Offer different payment options to end-clients
 - cash
 - on-line
 - credit card
 - direct debit
 - check
 - wire transfer
 - sms²
- Register customer payments
- Run revenue reports and financial reports

¹ With a third party software these messages can be converted to SMS or recorded voice messages.

² In some countries the SMS payment might be prohibited. The SMS payment option is also dependent on the availability of agreement terms with a financial entity that will support the transaction

» Distribution

Manage the distribution of your communication services

- Assign series of calling cards, customers and accounts to company offices
- Assign VoIP service resellers
- Set reseller commissions

» Reporting

Create sophisticated reports

Reporting is one of the major advantages of EyeBill VoIP Billing Platform. Numerous search options, filters and report formats are available. They allow management to sift through the call details and customer information in order to spot trends in service demand, isolate consumption patterns, identify customer target groups, perform marketing measurement etc.

- Combine multiple search parameters and report fields to generate reports on:
 - call details
 - service usage
 - turnover, cost, profit, etc
- Define special customized reports
- Customize report format and layout
- Save reports

The screenshots illustrate the reporting capabilities of the EyeBill VoIP Billing Platform. The top screenshot shows the 'Reports' menu and a search interface for 'Calls Last Month Report By Call'. The middle screenshot shows a detailed report view with columns for 'Client', 'Call', 'End time of call', and 'Call Type (in/out)'. The bottom screenshot shows a detailed report view with columns for 'Service Provider', 'Call', 'Call Type', and 'Call Duration'.

» Traffic partners

Manage inter-carrier traffic

- Set tariff plans for inbound and outbound traffic
- Set carrier-to-carrier and point-to-point rates
- Do inter-carrier settlements
- Recalculate due charges for past periods in cases of error
- Group gateways to apply same call rates
- Do a variety of carrier-related reports

You Have the Potential
We Give You the Capacity

Multifunctional
Flexible
Effective

Prepaid Calling Cards
VoIP Origination and Termination
Wholesale Traffic
Prepaid Services
IP-Driven Billing
VoIP Gateways
VoIP Routers
Internet Access



» User rights

Control access to the billing system

- Create user groups
- Assign user rights
- Run reports on user activity
- Perform fraud investigation

EyeBill VoIP Billing Platform is a full-featured software application that enables telecoms to design, assign, distribute, bill, and report for their voice services and to aid the overall management of the company.

Using the multi-functional EyeBill VoIP Billing Platform, you will witness:

- **Happy customers**
- **Business growing**
- **Revenue streaming**
- **Competitors struggling**

Top ten reasons for using EyeBill VoIP Billing Platform

1. Multiple functions

EyeBill is more than a billing system. It is an application that combines all vital functions you need in order to manage and control the main aspects of your telecom business.

2. Range of operability

EyeBill is one of the most scalable and robust billing systems on the VoIP marketplace. Due to its architecture, it can handle large and rapidly increasing amounts of traffic.

3. Coverage

EyeBill is a solution for all major VoIP business models: Call Shop, Calling Cards, Corporate Clients, Residential Clients, and Wholesale services. The wide range of functions and features of the system allow its users to experiment and create highly customized services within each business model, to bundle services etc.

4. 99.9% service uptime

Operations and data are secured at all times. The system is capable of running in a redundancy mode in an event of failure without losing any calls in progress.

5. Built by VoIP professionals for VoIP professionals

The VoIP Billing Platform was introduced as a result of a project whose objective was to fill up the gaps and weaknesses of the billing systems available on the global market. The project combines the know-how of leading software and telecom professionals.

6. Customer satisfaction

Our clients enjoy a high quality billing and reliable support. We boast with successfully run VoIP businesses that rely on our billing system in over 15 countries around the world.

7. Customization

The open architecture of EyeBill allows various customization options so that the system conforms to your unique business requirements.

8. Integration

EyeBill is an acknowledged partner of leading VoIP equipment vendors, such as Quintum, Cisco, MERA, VocalTec, NetCentrex, Ericsson, Alcatel, Avaya, NexTon, among others. EyeBill continuously adds interoperability with new vendors as business demands.

9. Customer support

EyeBill is known for the dedication of its support team. The team of highly qualified engineers answers your questions, helps in resolving issues and assists you with the system operation.

10. 100% web based solution

All authorized employees within your company have instant access to EyeBill Billing Platform from any PC in the world. So do end-customers, who can access their call history and account balance in real time and from anywhere.

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