Wholesale Billing Solution

**Introduction**

The Comarch Wholesale Billing Solution is a complete solution for wholesale departments, supporting them in everyday operations and protecting operator’s business interests.

This support is provided within the following areas:
- Trading
- Revenue Control & Performance Management
- Dispute Management & Reconciliation
- Routing Management
- Invoicing
- Network Configuration Management
- Prices & Prefixes Management
- Agreement Management
- G/L Integration
- Partner/Supplier Relationship Management

**Revenue Control & Performance Management**

This aspect consists of Quality, Margin and Performance Control. The quality control consists of using parameters like ASR, ABR, NER, ACD, MCT and PDD/PGRD/PGAD to optimize and utilize it within advanced reporting.

Margin Control is a crucial part of the Revenue Control functionality and can be performed in near real-time using Volume, Revenue and Cost attributes.

Performance Control is connected with business performance measurements, and is focused on the monitoring of traffic volumes, balances and thresholds covered by agreements, as well as KPI monitoring.

Those tools integrated with OSS Mediation allow for collecting network-specific data directly from switches, monitoring the correctness of routing configuration, as well as receiving real-time service status updates.

**Dispute Management & Reconciliation**

Dispute Management is necessary due to ambiguously defined agreements, discrepancies in reference data, fraud, problems with payments, differences in charge and settlement reports and many more everyday problems experienced with partners and suppliers.

The solution uses problem categorization and knowledge databases, multilevel contract acceptance and validation, automated reconciliation from top level to detailed CDR/EDR elements, alerts and SLA audits, and entire cross organization workflow processes for work automation.

**Routing Management**

Routing optimization and management is connected with traffic forecasting (per product, agreement and destination), using this predicted traffic and agreement configuration to find the most suitable routing rules. This routing optimization uses physical network topology and many optimization parameters, including network capacity, quality, costs, traffic volumes and business rules amongst others.

Routing Management is an essential part of the trading functionality.

**Trading**

Trading is supported by many Comarch modules, from the Routing Optimization module, Partner/Supplier Relationship Management, to numerous configured workflow processes. Generally, it consists of a Buying phase (preparing a wholesale product based on suppliers offers), Pricing (preparing a wholesale offer for partners) and Selling phase (to partners).
**Invoicing**
The Invoicing module enables configuring and creating invoices for partners and suppliers together with all processes connected with payment collections and automatic call carrying for small partners.

**Network Configuration Management**
Network Configuration manages two layers: Provisioning and the Business layer. The Provisioning layer performs the automatic uploading of routing plans directly to switches, together with providing temporary alternative routes. Updates may be scheduled for off-peak hours and full switches configuration backup can be performed before reconfiguration.

On the business layer, the system prevents network loopbacks and manages rollback procedures.

**Prices & Prefixes Management**
Prices & Prefixes Management allows complex dial plan loading and management, together with dial plan validation and testing. Automatic loading and verification is supported to help in mass price and prefix updates.

**Agreement Management**
This Solution can handle many Voice and Non-Voice agreement types, such as wholesale and transit agreements, bilateral and swap, as well as typical agreements including balanced, balanced ongoing, commitment, threshold, volume swap and more.

Agreement Management, as part of the Partner/Supplier Relationship Management module, manages agreements with suppliers and partners (wholesale customers).

**G/L Integration**
The Wholesale Billing Solution can be integrated with many popular G/L systems with out-of-box interfaces. The Internal Accounting module may be used and periodic reports can be sent to the external G/L system. Integration may be also performed on a low level without using internal accounting mechanisms, and in this way full accounting is performed within the external G/L system.

**Partner/Supplier Relationship Management**
Wholesale business is connected with high interaction with partners and suppliers. High service quality requires strong support in managing all relationships with partners and suppliers, and so requires the automation of most work required to run this type of business.

Appropriate inter-partner settlements and revenue control scenarios between operators and partners are needed when service offerings for end subscribers increase. One contributing factor to the increasing role of third parties is the regulation that aims to increase competition on the market. Changing business models, with an increasing number of partners involved in business scenarios, results in an increase in the amount of money on the wholesale market. Furthermore, partner relationship management is assuming an essential role within this type of business.

Comarch Partner Relationship Management supports operators in all complex relationships with partners and suppliers, and provides core features, such as agreements management, workflow processes, regulated services support (BSA, LLU, WLR), dispute management, orders handling, SLA auditing and managed communication channels.