



ZIRA Products

Lead-to-Cash BSS Suite



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Empowering CSPs with intelligent business solutions

ZIRA's comprehensive suite of solutions is designed to streamline every facet of your business, from customer and partner management to revenue optimization. Our modular approach empowers CSPs to automate and simplify complex processes, ensuring seamless operations across multiple channels.



Customer and Partner Management

Overview

The Customer and Partner Management solution is designed to streamline the management of our clients' complex partner ecosystems. It offers end-to-end management of all relationships and ensures no opportunity is missed because of backend infrastructure.



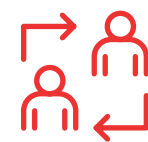
Core modules

These are the backbone of the solution and cover the minimum requirements of Customer & Partner management.



Customer Management

Empowers CSPs to access and control all customer data in one centralized location. It processes data and tracks customer actions across other systems to provide insights that allow improved lifecycle management that is tailored to each customer's needs.



Partner Management

Allows CSPs to take advantage of the full spectrum of revenue opportunities: B2B, wholesale, and B2B2X channels. It automates many of the processes of partner management to allow the delivery of tailored services, support complex multi-level hierarchies, and deliver a smooth partner experience.



Agreement & Profile Manager

Gives partners and customers access to adaptable business contracts that can be managed with a high level of autonomy, even in the case of multiple, complex agreement types. It streamlines the progress of tailoring agreements and feeds into billing capabilities to save time and increase accuracy.

Complementary modules

These optional modules enhance the core proposition to give additional functionality as needed.



Problem Management

Offers full lifecycle support for trouble ticketing, allowing problems to be tracked and traced to solve the immediate issue quickly. Additionally, data generated throughout the process can be used to proactively problem-solve going forward.



Lead Management

Allows system users to track every step of the business development process. Once a new lead is created, all further interactions and activities can be tracked across multiple channels to ensure no opportunity is missed and an easy transition from lead to agreement.



Loyalty Management

Facilitates customer retention with easy-to-launch tools that allow CSPs to implement rules to support loyalty initiatives. It allows data to be used to ensure the rewards program adds maximum value for each customer and strengthens the relationship.

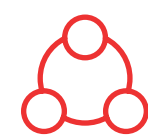
Order Management System and CPQ

Overview

The Order Management System and CPQ solution optimizes the end-to-end order management process. Automation and multichannel capabilities make the fulfillment of complex orders streamlined and simple for all users and allow our clients to explore all revenue opportunities without limitations.

Core modules

These central components of the Unified Order Management solution form the essentials of the Unified Order Management solution, but still give powerful order management capabilities.



Configure Price Quote (CPQ)

An automated solution that allows clients to streamline the processes between order capture to quoting for maximum efficiency. It works across multiple channels to accommodate each user's preferences and integrates with the product catalog to ensure maximum accuracy. The automation process does not limit flexibility with configurable workflows to tailor the customer journey and the capability to support product and discount rules.



Order Management

Consolidates data from across inventory, catalog, and third-party systems to deliver a single, intuitive dashboard for deep customer insights. It allows clients to oversee the end-to-end order process, including order decomposition, routing, status tracking, business-rule validation, provisioning, activation, and billing. The data can be used to tailor interactions with partners and customers for a richer customer experience.

Complementary modules

These are optional modules that augment the Unified Order Management offering, however, they are recommended to all clients to extract maximum value from the solution.



Product Inventory

Provides sales and support teams with a detailed breakdown of each customer's installed base to give a deep understanding of each client relationship via a single system. It pulls together information on subscriptions and purchased products, the customized attributes of installed products, and product pricing and payments for an immediate understanding of each relationship.



Service Order and Management Inventory

Automates order servicing with optimized decomposition, action workflows, and streamlined orchestration processes. Visualization tools also give a single view of the order lifecycle to support teams with informed customer interactions. They also benefit from comprehensive error-handling frameworks, actions, alerts, and an enhanced product inventory view.

Product Catalog

Overview

Product management modules allow CSPs to create and manage complex service bundles using a building block approach that minimizes the administrative burden. With the aim of maximizing accuracy, it gives full control over product lifecycles making it easy to offer a broad portfolio of services.

Core modules

These modules cover the essentials of a centralized product catalog solution.



Universal Product Catalog

The central hub for all BSS functions. It allows communications across all aspects of the ZIRA Wholesale Business Revenue Management Solution and interfaces with every function, from agreements to fulfillment and billing. It eases product management and is quick and simple for users to operate to its full potential.



Product Configuration

Allows a building block approach to combine product elements and give customers bespoke feel solutions. Following a 'Lego Principle' allows users to quickly configure offerings with drag-and-drop options, an intuitive interface that simplifies bundling, and reduces the IT needed for execution. It enforces standardization across the portfolio to minimize manual tasks and make it easy to offer complex bundles.

Complementary modules

These additional modules allow CSPs to increase the functionality of their Product Catalog to maximize its capabilities.



Product Lifecycle Management

Streamlines the process of managing the end-to-end development, launch, and retirement of all products and offerings. It allows phased launches to test and develop products and support tools to refine products and track performance. It also facilitates version control to track changes in each product.



Catalog Publishing

A key to achieving a single source of truth that controls the publication process for all aspects of the product catalog and ensures consistent data across all aspects of the ZIRA Wholesale Business Revenue Management Solution.

Trading and Routing

Overview

The Trading and Routing Management solution allows traffic trading and routing operations to be consolidated and automated to save time, and cost and give data-driven insights to inform decision-making.

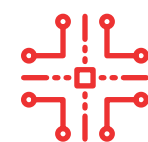
Core modules

These are the core elements of the Trading and Routing solution, which cover the key requirements:



Trading Management

Streamlines trading processes and offers tools to automatically import and validate buy sheets from emails and automate buy/sell handling with added renegotiation support. It also simplifies the process for the user with improved visibility through code mapping and product segmentation.



Routing Management

Gives CSPs optimized recommendations for identifying optimal trading routes. Processes are automated for networks of any size, covering all aspects from routing planning to switch provisioning. Algorithms optimize routes for LCR, QCR, or other predefined rules to support business strategies.



Destination Management

Aligns destination breakouts by consolidating all rate sheet destinations into a unified breakout. It supports destination set creation and management, uses intelligent monitoring to track processes, and streamlines supplier data processing with supported destination provisioning.

Complementary modules

These are optional modules that increase the capabilities of the solution:



Real-Time Credit Control

Automates the management of inbound and outbound traffic flows. It allows risk to be limited with tailored customer credit limits and runs on a simple integrated platform to inform other aspects of the ZIRA Wholesale Business Revenue Management Solution.



Intelligent Margin Protection

Gives live network insights for real-time decisionmaking, automates route management for faster processes, and uses automatic price margin rules to dynamically reroute traffic.



Black/Whitelisting Management

Allows rapid route management with the ability to block and redirect traffic based on any route characteristic. Switch routing can be controlled in real-time using automatic price margin rules and calculations, and filtering rules can be used to define exceptions.

Revenue Management

Overview

Revenue Management covers the end-to-end management of all financial processes. It uses automation and pulls data from across the ecosystem to accurately and easily manage revenue channels, pricing, and billing.

Core modules

This is the foundation of the revenue management solution

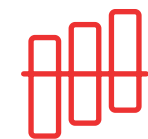


Billing and Invoicing

The only core module for the revenue management solution. It integrates with the order management system for operational consistency, operates across multiple channels depending on customer preference, and tailors invoicing based on customer and partner profiles.

Complementary modules

Optional modules give clients a tailored solution that meets their needs



Rating

A rating engine that enables billing using different sets of charging data based on agreement criteria and using realtime data. Single and complex agreements can be managed with automated charging intervals pulled from data across the ecosystem.



Financial Management

Gives a detailed breakdown of each partner's financial status. It integrates with ERP and accounting systems for complete visibility and supports FX considerations with real-time exchange rate data.



Supplier Invoice Management

Automatically manages and verifies invoices. It includes data validation tools for invoice accuracy, using data from across the BSS ecosystem. It also facilitates reconciliations with time zone offsets, start time offsets and flexible traffic.



Dispute Management

Centralizes all information relating to dispute management for fast resolution. It gives visibility to all parties throughout the process for transparency, and collaboration functions maintain customer relationships. Partial dispute options also minimize the impact on cash flow.



Penalty Management

Supports penalty enforcement tailored to the agreement terms of each contract. Penalties can be defined by criteria including legislation, location, and delays. It integrates across the ecosystem for accurate and up-to-date interactions with customers and partners.



Settlement

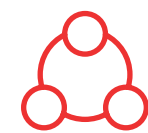
Tracks invoices from creation to payment. The netting manager tool enables multiparty (B2B2X) settlement. It also supports multicurrency payment methods, conversion rates, and partial payments or collections.

Platform Management

Overview

Platform management is a web-based interface which pulls together the system functionality, including a breakdown of the sub-modules selected by each client into a single visual platform. It also layers a number of technical features that support the smooth running of the entire Wholesale Business Revenue Management Solution.

Platform Management technical features



Legal archiving

Allows the storing and archiving of relevant trading and system data. This gives access to historic customer data to inform ongoing relationships. It allows partner data to be stored for future reference. It also ensures all data required to meet regulatory obligations is stored securely.



Reporting tools

Collect, process and prepare data for analytics. This aggregates real-time data and readies it for use across the ecosystem to support automated processes and data pull-through between modules.



Grid and menu options

Define source, query, filter, drill down, and view options for customized visualization. Clients can build tailored menus with reports, grids, and graphs to make the platform as user-friendly as possible.



Error handling

Uses a GUI (graphical user interface) to indicate the need for error resolution. This applies to business errors, for example, duplicated area codes in Rate Supplier Sheets, and allows them to be resolved to maintain system functionality. It also supports technical errors, such as 'invalid file format received from mediation' prompting action from the user.



Logging

Provides in-depth information relating to historic actions and transactions across the interface. This includes detailed process information for each task that can be accessed and viewed by business users at any point via the GUI. It also logs all transaction information to store a chronological record of all activity for each customer and partner.

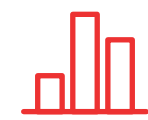
AI Telco Platform

Overview

The AI Telco Platform allows users to augment multiple elements of the ZIRA Wholesale Business Revenue Management Solution with powerful AI capabilities. It uses traditional time series forecasting and machine learning algorithms to predict outcomes. This allows CSPs to increase efficiency, make informed business decisions, and react quickly to market changes for a competitive edge.

Breakdown of use cases

The optimum use case for the AI platform is one that benefits from using real-time and historical data to give accurate market predictions that can be actioned by CSPs. Trading and Routing Management is where the AI platform has the greatest impact.



Supplier forecasting

Benefits from the ability to anticipate supplier prices up to six months in advance. This opens the possibility of identifying new revenue opportunities ahead of time. The algorithms allow CSPs to factor in variables, including customer accounts, purchased products, and destinations, for the most accurate outputs. CSPs see all insights broken down into actionable advice.



Traffic forecasting

Helps to improve routing processes with access to the predicted view of future traffic. AI gives advanced insights that allow traffic to be proactively managed and minimize disruption. By integrating customer, supplier, and destination data, route strategies can be optimized, and CSPs handed data insights to inform better negotiation.



Route forecasting

Improves routing decision-making, particularly in relation to complex routes. The AI prediction capabilities outstrip manual forecasting to optimize routing and explore alternative routing strategies. It allows forward planning to factor in traffic spikes which pose a potential margin risk. All predictions are informed by customer, supplier, products, and destination data.



Revenue Management

Uses revenue and expense forecasting to give profitability insights. Using billing data and user-defined parameters allows the AI forecasting tool to give enhanced calculations relating to profitability. It gives CSPs an advanced view of their business health, with the time to make dynamic changes to impact the result.

Achieve greater control and flexibility with the ZIRA BSS suite

Our fully modular BSS suite offers complete flexibility, allowing you to select from a variety of product modules to meet your specific needs. Seamlessly integrate with legacy systems, customize to fit your requirements, and streamline your operations for greater control and efficiency.

Join over 50 trusted telecom companies that we've helped innovate and grow. With more than 25 years of experience in the telecommunications sector, we provide the expertise and support to ensure your success.

Gain the flexibility to innovate and optimize your telecom operations. Talk to one of our specialists today!



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