

# SUBSCRIBER MANAGEMENT

For the past 30 years, Quintrex Data Systems has provided communications companies with a comprehensive billing/OSS software solution that has helped its clients adapt to industry changes and better prepare them for future demands. The **Telecommunications Information & Billing System (TIBS)** is comprised of the following five highly integrated solutions:

- ❖ Subscriber Management
- ❖ Billing Management
- ❖ Marketing Management
- ❖ Plant Management
- ❖ Financial Management



The Subscriber Management Solution encompasses a broad range of programs that assist you in managing the interactions between your customers and staff, including:

- ❖ Service Orders
- ❖ Subscriber Inquiry
- ❖ Automated Provisioning & Audit
- ❖ Electronic Bill Presentment & Payment (EBPP)
- ❖ Self Customer Care
- ❖ Wireless Billing
- ❖ Pre-Paid Wireless
- ❖ Delinquency Processing
- ❖ Point of Sale
- ❖ Capital Credit

The ability to design a **customized system based on your unique business requirements** makes the Quintrex system extremely flexible. Allowing the option for your company to expand its service offerings into new markets and more efficiently manage all aspects of your current operations, the Subscriber Management Solution can help you accomplish your business goals and improve your overall operational efficiency.

## Promoting Positive Customer Experiences

The system provides an easy-to-use interface that allows your CSRs to quickly add, modify or remove multiple services on a customer's account with a single service order. Creating a **more efficient & intuitive entry process**, the Service Order system automatically guides the CSR to only those screens necessary for the order type they are entering. When combined with the automated provisioning of voice, video, Internet and wireless services, you can be sure your services are implemented in a timely manner and billed accurately each month.

Giving your CSRs access to all the different information they need from one area, the Subscriber Inquiry system organizes all relevant details into a format that is easy to understand and relay to the customer. Through this application, CSRs have the information and tools necessary to efficiently and effectively respond to your customers' questions and concerns.

## On-line Account Management & Revenue Opportunities





Convenience has become a significant part of today's fast-paced lifestyles and the EBPP & Self Customer Care applications allow you to provide this for your customers. Offering your customers

a way to conveniently **view and pay their bill on line**, the EBPP system helps to ensure you receive payments in a timely fashion. Additionally, through Self Customer Care, customers can make changes to their accounts after hours and on weekends for easy account management.

The EBPP system also facilitates several **revenue increasing opportunities**. Integration with the Marketing Management Solution allows new products and services to be marketed easily through targeted banner messages on customers' on-line accounts. As another source of revenue, advertising space can be sold to local businesses.

As many companies also begin taking a 'Green' approach to business, EBPP can be instrumental in accomplishing these goals. With corporate initiatives that promote electronic statements and payments, you can not only do your part in protecting the environment, but also **reduce expenses** associated with statement printing and postage. ❖

### Subscriber Management Highlights

-  Implement and bill for new services quickly and accurately
-  Access all customer information from one easy-to-use interface
-  Reduce statement printing & postage costs by utilizing Electronic Bill Presentment & Payment
-  Increase revenue with targeted marketing messages on customer on-line accounts