

Take Charge of Your BOSS



Unless your billing systems and processes are optimized, they will cut directly into your revenue streams and frustrate customers and suppliers. The purpose of the proposed

engagement is to provide a detailed audit of the existing Billing and Operation Support Systems (B/OSS) currently deployed and highlight what, if any changes need to be made in order to ensure the carrier is well positioned to succeed within the competitive landscape. All aspects of the B/OSS will be examined at a high level to determine how well each component is meeting the requirements of the business.

Based on information provided by the customer, ENABIL will present a representative scorecard and proposed action plan, as required, to address any and all deficient areas.

Proposal

ENABIL proposes a 2 day workshop that will be further detailed during the preparation and planning phase, broken down as follows:

Day 1

1. Customer Overview of the various business elements including but not limited to:
 - Services offered
 - Network topology and coverage
 - Post paid versus pre paid focus
 - Price Plans offered
 - Competitive differentiators
 - Competitive landscape and current market challenges
 - Growth Strategies
2. Customer Overview of the existing Billing and Operations Support Systems including the following high level functional areas listed below. Particular detail should be placed in detailing where there is duplication of effort, manual intervention, lack of integration Or where the existing process is either cumbersome or overly time consuming

Point of Sale	Customer Management /CRM
Dealer Activation	Invoicing
Provisioning	Collections
Rating/ Charging & Billing	A/R, A/P, GL
Electronic Bill Presentment eBPP	Financials
Inventory	Decision Support / Reporting

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Day 2

The second day will consist of a round table discussion with key stakeholders in order to Understand the strengths and weaknesses of the existing B/OSS. A dialogue will commence around some of the sample questions and topics in order to assess the overall health of the existing B/OSS and its ability to meet the current business challenges. For example:

Within the current B/OSS areas previously described which areas are impacting the current business negatively?

What areas need improvement based on the carriers current understanding and ENABIL's understanding of best practices?

Is customer activation fast, efficient and effective?

Is the business receiving the decision support and reports it requires in order to make meaningful business decisions in a timely fashion?

What macro business challenges are you facing as a result of your current B/OSS?

Is speed to market for new products and services compromised in anyway due to the existing B/OSS?

Are there economic or personnel challenges in supporting the existing environment?

Timeline

Activity or Deliverable	Date
Preparation & Planning	One to two weeks before coming on-site
Take Charge of Your BOSS on-site	Week as scheduled
Review	Week of or week after engagement
Final Deliverables	One to two weeks after engagement

Assumptions

ENABIL has provided the following list of general assumptions that will be refined as part of the preparation and planning phase:

- > Carrier will make available key subject matter experts
- > Carrier will make available requisite meeting space in order to accommodate the ENABIL consultants as well as key subject matter experts from the carrier.
- > ENABIL and the Carrier will work collaboratively in order to determine the requisite timing for the engagement.

Consultants Proposed for this Engagement

ENABIL proposes the engagement of the following consultants with the experience, knowledge and skill required to successfully complete an engagement of this nature. Resumes for proposed resources are available on request.

	ENABIL Project Manager
	Senior Application Architect BRM
	Senior Business Analyst

Project Fees

Activity or Deliverable	Fees
Preparation & Planning	No Charge
Take Charge of Your BOSS on-site	No Charge
Review	No Charge
Final Deliverables	No Charge

Acceptance

X

Date

X

Sandy Wiersma
ENABIL Solutions

Date

Statement of Confidentiality

This document has been prepared for informational purposes only. The information contained herein remains the proprietary property of Enabil Solutions Ltd. As such, ENABIL Solutions submits this preliminary proposal with the understanding that the information contained herein shall be safeguarded and will not be disclosed, deliberately or accidentally, to actual or potential competitors of Enabil Solutions Ltd.

Proposal Validity

ENABIL Solutions shall not be liable of any technical or editorial errors and omissions contained herein, nor for any damages directly or indirectly arising from the furnishing of this proposal.

About ENABIL Solutions

ENABIL Solutions Ltd. is Western Canada's largest managed services company. Servicing over 25 clients across North America, ENABIL manages and bills over 1.7 million of their customers and process in excess of 5 Billion events across over 300 bill cycles on behalf of our clients. Serving a broad spectrum of industries with specific focus on Telecommunications, ENABIL offers experience like few other companies.

ENABIL is a privately owned, managed services and consulting company based in Calgary, Alberta, Canada. With a team of more than 130 professionals working from offices in Calgary, Vancouver, Regina, Toronto, Halifax and Bangalore, India, ENABIL serves a growing roster of industry-leading clients.

ENABIL is a youthful, dynamic organization with an enviable list of accomplishments including sustained operating profitability, recruitment of a strong leadership team, solid industry alliances and partnerships, and, most significantly, the establishment of a reputation for both personnel and solution excellence.