

ENABIL Solutions Ltd.

Corporate Overview

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Calgary, AB
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Bangalore

ENABIL's E-Serve Solution

In today's competitive business environment, executives are faced with the challenge of reducing operational costs without compromising the delivery of comprehensive services. Capital budgets are often under pressure and staffing limitations put many businesses in the position of trying to do more with fewer resources. The convergent nature of today's marketplace together with the expansion of service offerings as your business expands into new markets, create the need to ensure your BSS and OSS infrastructure is capable of helping to facilitating this growth. When it comes down to the crunch, it's essential to have a reliable partner to ensure your customer care, billing and mediation operations run smoothly and to ensure your business keeps abreast with advances in appropriate business driven technology.

At ENABIL we understand that successful business partnerships demand equal measures of commitment and accountability. With that philosophy in mind, we've built an industry-leading reputation by delivering flexible, innovative and cost-effective business-driven solutions that free you from day-to-day operational concerns, enabling you to focus on growing your core business.

About Us

ENABIL Solutions is a privately owned application consulting and managed customer care, billing and mediation outsourcing company based in Calgary, Alberta, Canada. We have a wealth of experience serving the IT needs of clients across North America and elsewhere. With a team of more than 140 professionals working out of offices in Calgary, Vancouver, Halifax, Toronto and Bangalore India, we serve a growing roster of industry-leading clients.

We provide a range of products and services including fully managed customer care and billing outsourcing, SaaS solutions, best-of-fit customer care and billing solutions, active and passive mediation solutions, as well as application development and systems integration services.

ENABIL has over 20 years of expertise developing and managing customer care, billing and mediation solutions for multiple lines of business such as the telecommunications sector and providing consulting services to many sectors. For telecommunications, we currently service more than 2.5 million subscribers, rate usage in excess of 2.5 billion voice call records plus all data and SMS traffic, and process well over \$2 billion in customer billing transactions annually on behalf of our clients.

We are 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 staff and solution excellence.

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Why ENABIL?

When developing a solution for you, proven systems and processes are essential to getting the job done. ENABIL recognizes that the difference between an adequate solution and a truly exceptional one depends not only on technology, but on the people who create, implement, and manage the solution.

Talented, experienced people with a keen customer service orientation and an entrepreneurial outlook are what set us apart from others. Our pricing options are designed to offer more value and flexibility to the services and solutions we deliver.

You can rely on us to play an integral role in managing your customer care, billing and mediation operations, and to create value for your business. At ENABIL we take our responsibility as your partner seriously and strive to solve your business problems and serve as an effective and accountable partner.

Services Offered

ENABIL offers a variety of options for developing and managing customer care, billing and mediation applications and day-to-day billing operations. In addition to proven technology and systems, we provide best-in-class business processes, implementation expertise and support services - all backed by experienced people - for a total business solution. These advantages, combined with our long-term investments in technology and financial strength, provide you with one of the most complete packages of dependable outsourcing services in the industry.

Professional Services

Our solution architects, technical analysts, developers, business analysts and project managers possess the know how, insight and experience to think through, develop and execute strategic business solutions as well as support your day-to-day tactical business needs. Services include application development; customization and evolution, systems integration, as well as “solutions fit” assessments and gap analyses.

Outsourcing or SaaS Solutions

ENABIL provides effective outsourcing solutions for key business functions. We offer a variety of services designed to manage your applications for customer care, billing and mediation, Customer Relationship Management (CRM), as well as other industry-specific applications, all on a proven core product roadmap. These applications can be client-owned, ENABIL-owned or sourced through third parties.

Managed Operations

ENABIL has the expertise to ensure reliable day-to-day operations of all your system components and data center facilities. Services include output processing (print/stuff/mail), application support, production support and operations, as well as support for new uncharted applications.

Our Customers

ENABIL is proud to serve industry-leading clients, helping them achieve success and grow their businesses.

Many of our clients, such as SaskTel, Carolina West Wireless and Virgin Mobile, outsource their entire billing function to ENABIL. We manage the end-to-end billing processes on their behalf, from application development, to maintenance and support. We also operate and

support billing applications, including hosting, capacity management, and processing billing cycles.

ENABIL also performs project work involving professional services such as business consulting and analysis, application development and implementation for new products or uncharted applications, and turnkey project management services.

When it counts most, a company that relies on skill and experience is only as good as its people and their ability to solve clients' business needs. We enable our clients to achieve success through the integral roles our people contribute in the design and delivery of these solutions. ENABIL welcomes the opportunity to become the partner you can depend on and looks forward to working hand in hand with you to assist in meeting your business objectives.

Some of our Customers include:



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Flexible Delivery Options

Application Management - ENABIL will work with you to enhance your system's capability and functionality. We excel in application development to meet your specific business requirements. Our team of business and system experts will ensure that your functional requirements are fulfilled.

Production Operations & Support - We have proven systems and processes to ensure your customer care, billing and mediation applications operate effectively and efficiently. Some of our value added services include system and database administration, security and network management, storage management, help desk services and disaster recovery services. Full 365 day 24x7 support through our office both within North America and internationally.

Hosted Data Center Services - ENABIL can provide a physical location to store your required hardware, system software and network connections. Our facilities are secure, reliable and professionally maintained to ensure high system availability. You can leave the responsibility with us and reduce your capital expenditure.

Our level of involvement can be adjusted to support your specific business and system needs. You could choose to have ENABIL just perform Application Development for your in-house solution, or we could provide Production Operations & Support and/or Hosted Data Centre Services. It is up to you, we're flexible.

The ENABIL Difference

ENABIL has been providing billing solutions to the market place for more than fifteen years. Our organization is successful at providing full customer care, billing and mediation services to select companies through understanding and meeting of their business needs.

We have met the revolutionary changes in the marketplace as our customers have undergone transformation with the introduction of new technologies and services. ENABIL appreciates the need to offer solutions that will provide the functionality they've come to expect, but still affords the flexibility to support them into the future. Our core suite of solutions can quickly be tailored by our product development teams to satisfy your operational and strategic business requirements.

At ENABIL we work in partnership to find the right solution to ensure our customers have piece of mind that their customer care, billing and mediation systems will foster their ability to grow and won't put their revenue stream at risk.

At ENABIL, we differentiate ourselves by our approach with our customers. We have a select list of customers, which allows us to provide them with the best service experience possible. This is accomplished by providing flexibility in everything we do, so we can meet the specific needs of each customer. First we listen, and then we deliver.

Conclusion

Let us help you focus on core business objectives - leave the billing worries to us. Call us for further information or to schedule a session to help us understand your specific requirements. We will work together with you to formulate a customized approach to delivering a high quality, cost-effective billing solution that addresses your individual needs.



Contact Information

For more information or to inquire about ENABIL Solutions services:

Phone: 1-866-565-1438 or (403) 398-1600

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