

# Implementation of Comarch Billing System & Customer Management

## Crnogorski Telekom



### The Business Need

At the beginning of 2003, Crnogorski Telekom's internally developed, legacy billing system was at its maximum of capabilities. Although it complied with the company's needs at the time, it left no additional room for improvement. Legacy architecture prevented the introduction of innovative services. Missing service activation and workflow functionalities resulted in complicated and inefficient customer maintenance and end user operation.

Crnogorski Telekom decided to launch a public, international tender for a new billing system in May, 2003. Sixteen companies applied with solutions that were expected to stand up to the stringent requirements of Crnogorski Telekom's Billing and Customer Management systems. Due to the diversified network architecture in Crnogorski Telekom, the mediation module had to be capable of handling the variety of switches that exist in Crnogorski Telekom, even those with outdated software releases. The billing system had to support quick and easy creation and deployment of new products, tariffs and discounts. All customer maintenance done in the Customer Service Center had to be realized by a browser-based application. The customer activation process has to be done completely from the customer representative's desk, requiring strict integration with workflow management and service provisioning modules. Furthermore, the solution needed to handle the additional business processes of Crnogorski Telekom, especially processing of payments.

### The Approach

The implementation for Crnogorski Telekom began in April 2004 and took only 9 months. Two months at the outset of the project were spent on an extensive analysis of Crnogorski Telekom's business needs and environment, whereas the last 3 months were spent on comparison and the parallel work of Comarch Billing System and the legacy billing system. In January 2005, Comarch Billing System began commercial operation in Crnogorski Telekom. During the short time of this project, substantial system customization in various functional areas was carried out, in addition to the normal solution implementation.

Of great importance for the success of the project was the excellent cooperation between the Crnogorski Telekom and Comarch project teams.

### The solution

The highly configurable and rule-based **Comarch Convergent Billing** with its central database and highly efficient Data Processing Server (DPS) is the heart of the solution. It allows the implementation of all required products and tariffs and discounts, as well as the fulfillment of regulatory requests. With an almost linear scalability, the processing power is provided by the DPS, leaving it open for the company's future growth. All management and configuration is performed via a dedicated and user friendly GUI.

#### Customer:

Crnogorski Telekom

#### Industry:

Communications

Crnogorski Telekom is the principal provider of telecommunication services in Montenegro. The company's service portfolio includes fixed line telephony, data transmission services and various value-added products. The company owns 100% in two affiliates: T-Mobile Crna Gora is Montenegro's significant and most innovative mobile telephony provider, while Internet Crna Gora is the leading dial-up and broadband Internet provider on the Montenegrin telecommunications market.

#### Comarch products & services:

Comarch Billing System

Comarch Customer Management

Comarch Business Process Management

Comarch Billing Mediation

Comarch Service Provisioning

**Comarch Customer Management** with the embedded Business Process Management module is the graphical, web-based work desk for Customer Service Center representatives. The user-friendly interface can be used in the main Call Center and other Customer Service locations, on any computer equipped with a web browser. The workflow module allowed for the implementation of 22 different processes.

**Comarch Billing Mediation** is responsible for collection of Event Data Records from a multitude of network switches in different formats and protocols, as well as the delivery of EDRs in the file format expected by the billing system. It also processes collected data and performs necessary tasks, including data decoding, filtering, eliminating duplicate records and enrichment.

**Comarch Service Activation** is strongly integrated with the Customer Management module. As a result, service activation or changes on the network elements are integrated into customer center business processes and are almost transparent for the operator's employees and customers.

**Integration with external systems** was an important aspect of the solution. Beyond the integration with Crnogorski Telekom network elements, the solution was integrated with SAP General Ledger software and the SpeedCollect collection system, among others.

## Why Comarch

The strongest aspect of Comarch's offer was the ability to cover all Crnogorski Telekom's requirements as well as to fit into the company's existing environment. With competitive pricing and high quality products that met Crnogorski Telekom's requirements, Comarch left the competition behind.

### The implementation entailed the following benefits:

- Seamless integration and CDR collection to the billing system from a multitude of switches
- Openness for new products and tariffs
- High performance and scalability for future growth
- Unification of customer maintenance processes in one, web-based customer center application
- One-click customer activation due to the integrated Service Activation module
- Automation of business processes, and a readiness to configure new ones on the BPM engine

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### About Comarch:

Comarch is a global supplier of IT products and services for the telecommunication industry. The company's flexible solutions are industry standard compliant and developed in-house. Comarch solutions constantly evolve based on customer demand. Since 1993, the company has accumulated experience and knowledge in the fields of designing, implementing, and integrating IT solutions. Comarch serves some of the market's largest players - such as Telekom Deutschland (former T-Mobile Germany), T-Mobile Austria, E-Plus Germany, Vodafone Germany and Telefónica O2 Germany, as well as companies from the KPN and France Telecom groups. Comarch provides COTS products in the areas of BSS, CRM, OSS as well as a range of comprehensive services.

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