

*Symphony*<sup>™</sup>  
**BSS SUITE**



## Table of Contents

### Symphony Solutions

Mediation .....	3
Rating .....	4
Settlements.....	5
TAP .....	6
Billing/CRM with Bill Print Utilit.....	7
Provisioning.....	8
Point of Sale .....	9

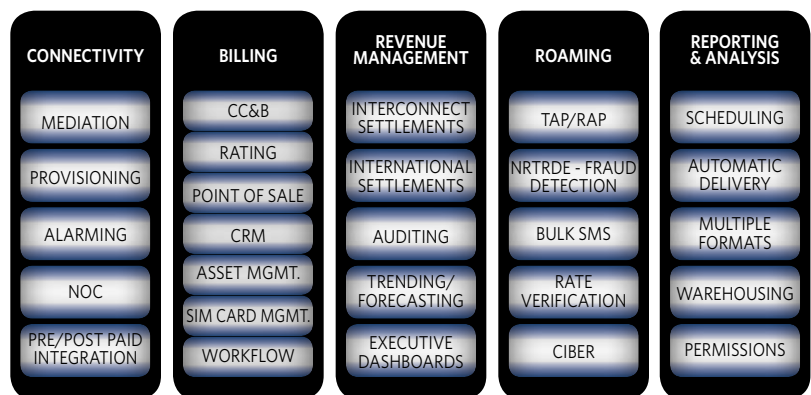
## Introduction

The Symphony Suite of Solutions is a comprehensive turnkey system designed to help service providers configure and control their application processes for the quick and effective implementation of new products and services for their customers.

Symphony elements include: Mediation, Rating, Settlements (including Enhanced Settlements), Roaming (TAP 3), Billing/CRM (including Bill Print Utility), Provisioning, and Point of Sale.

All elements are stand-alone modules that can be purchased and utilized independently, yet also seamlessly combine to offer a complete end-to-end solution. This gives you the option to build your solution piece by piece at a reasonable cost, adding to your investment as your budget allows and needs grow.

There is no need to invest in software or hardware upgrades; Symphony is a rules-based application that can be configured to virtually any system and can be customized to meet your specific business processes.



*Symphony offers a full range of robust features*

## Mediation

Symphony Mediation is a high availability, rules-based, convergent collection and mediation platform that collects raw network usage data and transforms it into rich, billable business information.

The Symphony Mediation platform can accept any event/record format that the network may generate, and creates rich records in any format required by OSS or BSS systems. Information can be aggregated, filtered and validated as needed.

### Features

- Full convergence (IP, Mobile & Fixed)
- Scalable and flexible per user configurable formats
- Supports complex record structures including ASN-1 and TAP-3
- File-based and real-time data collection, processing and distribution
- Web-based application for ease of use for monitoring of collectors, collected files, audits, alarms and more
- Validation and in-stream record correction
- Data reduction (filtering and aggregation)
- Transformation/normalization
- Record creation and enrichment
- Automatic reference data loading from external sources
- Integration with external customer databases
- Correlation
- Duplicate data detection
- Error record processing
- User level system security
- Data integrity and audit capabilities
- Error messaging and alarming
- User friendly GUI interface
- Context sensitive help

### What makes Symphony Mediation different?

- Manages all mediation data on a single platform, avoiding duplication of costs
- Helps get new products to market faster with seamless integration between new network elements and billing systems
- Puts control in your hands with easy-to-use configuration tools
- Stand-alone convenience, yet fits into our full suite of solutions

## Rating

Symphony Rating is a flexible, carrier-grade rating technology for highly convergent billing environments where the requirement is for high-volume processing power combined with exceptional adaptability, accuracy and control.

The Symphony Rating Engine delivers unbeatable performance in both real-time and batch modes while simultaneously managing multiple, disparate transaction data streams, including voice (fixed and wireless), data (IP and wireless), multi-media, utilities and finance transactions. Plus, it can be quickly reconfigured by the service provider to support new products and services as they are offered.

### Features

- Full convergence (IP, Mobile & Fixed)
- High-volume performance and multi-environment flexibility
- Real-time data collection, processing and distribution
- Rates for duration, locations, time and day, and type of service
- Runs on a single one-processor system or a multi-machine/multi-process environment
- Rated at over 22 hundred transactions per second on a single platform
- Scalability to effectively manage your changing mediation needs
- Implement new offerings without changing your current CC&B system
- Interface with virtually any device that delivers usage-based data
- User friendly GUI interface

### What makes *Symphony Rating* different?

- No need for new software design - our engine meets your requirements through configuration alone with complete rules-based architecture
- Designed to allow for limitless growth - scale out rather than scale up
- Helps get new products to market faster with seamless integration between new network elements and billing systems
- Puts control in your hands with easy-to-use configuration tools
- Stand-alone convenience, yet fits into our full suite of solutions

## Settlements

Symphony Settlements provides a powerful accounting system to domestic and international carriers for the accurate division of revenue between telecommunications service providers. With ever-evolving revenue agreements, this tool helps carriers or resellers stay up to date and enables the efficient integration of new product and services into the revenue stream.

Symphony Settlements compares invoices and accounting statements against switch records to assure conformity to contracts, discount levels, agreed tariffs and time-of-day rating.

### Features

- Supports a variety of services including standard and mobile telephony, VPN, telex, value-added services, and more
- Supports both ITU (cascade and direct accounting) agreements and interconnect-style agreements between carriers
- Ability to split a single traffic stream between agreement types, based on a user-defined percentages
- Traffic agreements include time-of-day rates and set rates for special days
- Allocates incoming traffic document amounts to outgoing documents, based on switch percentage splits across outgoing routes
- Provides a comprehensive suite of reports
- Flexible rating structure allows a carrier to define rates based on any combination of elements such as packets, thresholds, duration, and other factors
- Dispute processing function allows a user to flag specific document lines for further processing
- Ability to select which account statements and invoices are to be included in a settlement document for a particular accounting period
- Supports the generation and receipt of files in the European Telecommunications Informatics Service (ETIS) format, as well as document exchange in accordance with European clearing standards
- Estimates outstanding accounting documents for general ledger and forecasting
- Multi-lingual, multi-currency modular architecture

### What makes Symphony Settlements different?

- Allows users to control and verify key aspects of a carrier-to-carrier relationship
- Identify and prevent revenue loss with a variety of reports and easy interface to corporate systems such as ERP and Data Warehousing
- The Enhanced Settlements solution brings Symphony's power rating engine into the picture to handle complex rate plans and special fees or taxes
- Robust security system lets you decide who has access to particular information
- Stand-alone convenience, yet fits into our full suite of solutions

## TAP

The Symphony TAP application provides the functionality to bill customers for roaming calls as well as provide billing records to roaming partners with the charging information for their subscribers.

This robust tool gathers both inbound and outbound roaming data using all types of collection methods, including through clearing houses, hubs and bilateral agreements.

### **Features**

- Supports use of SDR (Standard Drawing Rate)
- Supports all world currencies, as well as currency rates based on date and time
- User-defined input and output formats
- Easy to upgrade as TAP versions change
- Complete web-based interface for rates and carriers
- A reports module allows users to define, create and schedule their own reports as well as customize standard Symphony reports
- Fully monitored and alarmed per user specifications - records are centrally stored
- Tracks all file activity from the switch into the billing system
- Incorporates complete suspense processing for records determined to be in error for billing as well as for TAP

### **What makes Symphony TAP different?**

- No need for new software design - our system meets your requirements through configuration alone with complete rules-based architecture
- Completely integrated with the Mediation, Rating and Billing Systems, giving the user peak performance and a central point of control
- Stand-alone convenience, yet fits into our full suite of solutions
- Flexibility to quickly accommodate changes in switch formats or software upgrades as they occur

## Billing/CRM

The Symphony Billing and Customer Relationship Management (CRM) solution provides a single point of reference for the billing of all products and services for any given customer. It provides easy access to the history of all inbound and outbound communication, and gives customer service representatives the tools to find information and answer questions about their customer's service, rates, discounts and more.

An adjunct feature - Bill Print Utility - enables alternate billing methods, such as email bills and auto payments, as well as the ability to create special bills.

Additionally, Symphony's Billing System Package includes Bill Process, CRM with 20 seats, Rating, Mediation Lite and Bill Print Utility.

### Features

- Customizable, user-friendly web interface
- At-a-glance presentation of account history
- Database stores all activity related to services received, assets in use, usage and financial transactions on the account
- Near real-time reporting of customer activity
- Robust search capabilities - search by name, account number, service number or other parameters
- Create, change, delete or link accounts easily
- Supports cross-platform discounting, promotions and packaged services

### What makes Symphony Billing/CRM different?

- No need for new software design - our system meets your requirements through configuration alone with complete rules-based architecture
- Greater awareness of customer standing encourages upselling and implies positive customer experience
- Gives greater freedom to marketing people to create special promotional packages, which will be supported in the billing process
- No need to retrain CSRs for new product packaging
- Stand-alone convenience, yet fits into our full suite of solutions

## Provisioning

This effective tool allows you to expedite the processing of service orders by automatically updating switches within minutes.

The Switch Interface System interacts with the switch to provide quick turnaround time for service orders that update the switch. Update functions include adding and changing phone numbers, line circuits, carrier PICs, features, and disconnecting and reconnecting accounts.

### Features

- Automatically update telephone numbers, line circuits, carrier PICs, features, disconnects and reconnects
- Immediate reconnection of disconnected accounts when payment is received
- After hours or weekend service orders handled automatically - no waiting for the next business day for a technician to reconnect service
- Continuously update the switch or schedule updates throughout the day
- Automatically complete service orders when the routing sequence is complete
- Unsuccessful transactions generate alarms - the commands are queued until the problem is resolved and then automatically applied
- Review the status of transactions that have been or scheduled to be sent to the switch
- The Symphony Audit compares the line circuits, line class, features and carrier PICs in the billing system to what is assigned in the switch
- Provides capability to test before implementing

### What makes Symphony Provisioning different?

- No need for new software design - our system meets your requirements through configuration alone with complete rules-based architecture
- Customize your commands and disconnect rules
- Expedite the processing of service orders
- Ensures that you maintain the advantage with your customers
- Stand-alone convenience, yet fits into our full suite of solutions

## Point of Sale (POS)

The Point of Sale feature offers service providers a complete POS solution that can be adapted to meet unique retail and business office requirements. With an easy-to-use interface, this powerful software package automates POS processes and retail store operations, provides centralized control for multi-store operations, and easily integrates with Symphony and most third-party accounting applications.

Built on a Microsoft Platform, Symphony POS adapts to meet unique and changing service provider needs.

### **Features**

- Provides an alternate bill payment option for customers
- Can be used as a kiosk
- Interfaces to the Asset Management module of Symphony CRM
- Integrates with your workflow
- Handles multiple currencies and methods of payments – cash, check, credit
- Interfaces with most retail POS equipment – card swipes, cashdrawers, printers and more

### **What makes Symphony Point of Sale different?**

- No need for new software design – our system meets your requirements through configuration alone with complete rules-based architecture
- Enables customizing of point of sale features
- Gives your customers more choice and added value
- Great way to sell and manage your assets
- Stand-alone convenience, yet fits into our full suite of solutions



300 Main Street, Suite 4-210  
East Rochester, NY 14445  
tel: 585-419-7040  
fax: 585-419-7028  
[sales@xelex.net](mailto:sales@xelex.net)

Copyright © Xelex Technologies 2011. All rights reserved. No part of this document may be reproduced in any form without the prior written consent of Xelex Technologies. Xelex Technologies reserves the right to revise this document and to make changes in the content from time to time without notice. Xelex Technologies may make improvements and/or changes to the Symphony product line and its features described in this document any time. The trademarks and service marks of Xelex Technologies are the exclusive property of Xelex Technologies, and may not be used without permission. All other marks are the property of their respective owners.