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jPALIO



JUNIBOX

**Integrated Management of a Telecommunications
Company**



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JUNIBOX

Integrated Management of a Telecommunications Company

Effective management of a telecommunications company is not an easy task.

Large numbers of customers, contracts and invoices as well as a large variety of services all cause risks of expensive mistakes. The company's financial condition and functioning as well as clients' satisfaction depend on the proper, integrated & effective management of the whole company.

The JUNIBOX system manages telecom companies in an integrated fashion. JUNIBOX covers wide spectrum of business activities:

- Customer Relationship Management
- Sales of services
- Devices management
- Billing, payments and settlements

“Is it for me?”

Due to the flexibility of JUNIBOX it is possible to customise the solution to virtually any size/scale of telecommunication operations.

The screenshot displays the JUNIBOX web application. On the left is a sidebar menu with options like Customer, Orders, Documents, Devices, Billing, Organization management, Documents management, System management, Messages, Baza raportowa, Reports, and Tutorials. The main area shows 'CUSTOMER - DETAILS' for 'KOWALSKI JAN - KOWALSKI SP. Z O.O. : 001240'. It includes a search bar, a status dropdown set to 'Aktywny', and various input fields for personal and company information. A warning message at the top states: 'THE CUSTOMER HAS UNPAID INVOICES: FS 10152/2009 - 121.67 PLN (12-04-2009)'.

JUNIBOX is a result of over seven years of experience in the development of IT solutions for the dominant Polish operator (Telekomunikacja Polska SA). The first version of JUNIBOX was used to sell a wide portfolio of internet services and it was tested, with great results, on 3 000 000 customers and 8 000 000 subscriber lines.

Added value aspects of the solution:

- All data (customers, services, offers, documents and telecommunication devices) stored in one system.
- Payments management and customer's liabilities control; unfulfilled payments reporting module.
- Financial and operating reports.
- Process management (sale, after sale service, complaints, etc.) allows faster service.
- Self-care customer panel allows customers to control services and payments on-line.
- Correspondence with clients via the system – all incoming and outgoing messages are linked together with client data and stored in the system.
- Possibility to configure the solution depending on the organisation structure, services, products and company processes.





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Benefits

- ✓ Significant increase of on-time payments
- ✓ Decrease of customer liabilities up to 75%
- ✓ Better client and services data management
- ✓ Increase of work effectiveness & faster client service
- ✓ Better control of human resources and their work
- ✓ Higher service quality & customer satisfaction
- ✓ Improved company management & planning
- ✓ Increased revenues



Technology

JUNIBOX is based on universal jPALIO platform and data bus technology. Hence, it is a centrally managed application, used simultaneously by all users. JUNIBOX is available via preferred web browser. No extra *plugins* are needed.

JUNIBOX basic version uses IBM DB2 database but any other database preferred by clients can also be used (Oracle, MSSql, PostgreSQL etc).



Modules:

JUNIBOX is composed of a set of modules that are responsible for the following functionalities:

- ✓ CRM and customer order management.
- ✓ Outgoing and incoming correspondence service
- ✓ Self-care customer panel
- ✓ Product directory - defines services, products, promotions, offers and their mutual relationships
- ✓ Business process management – this module defines and manages business processes executed in a company
- ✓ Document management - manages documents that are issued or received by a company
- ✓ Register and management of telecommunication devices
- ✓ Billing, payments and settlements for customers
- ✓ Monitoring and reporting
- ✓ Application creator - manages application configuration.





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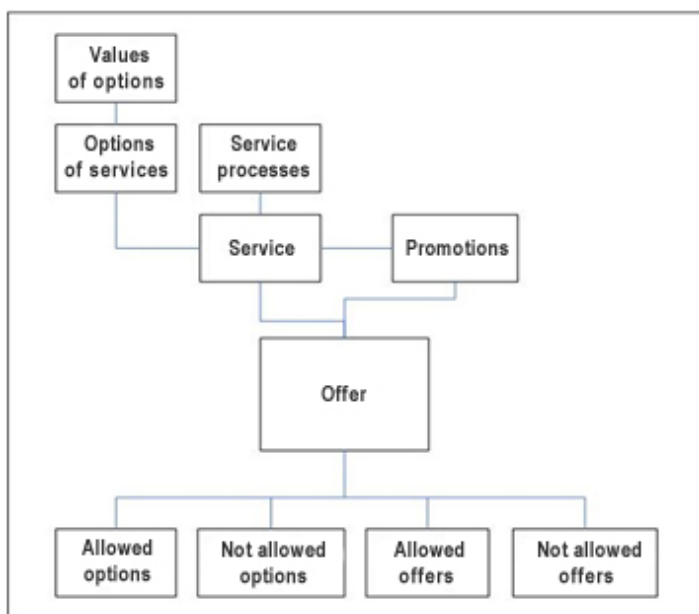
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CRM and customer order management

One of the major parts of JUNIBOX is the customer relationship management module – CRM together with customer order management. All information about clients (services, orders, devices, documents) is linked together and is visible from client's page together with the full history of correspondence.

Products & Services Catalogue

This module defines services, products, promotions, offers and their mutual relationships defined by the company. Products in the catalogue are organised in a special way. The main object is the service offer together with different options, parameters, promotions etc. The user defines possible and impossible combination of services, promotions and values of parameters. Catalogue structure can be illustrated graphically:



Every and any collection of telecommunication company's products and services can be defined on this chart.

Outgoing and incoming correspondence service

Correspondence with clients (mass and individual) can be done directly through the JUNIBOX system. All messages addressed to clients are stored in clients' pages. It is also possible to identify correspondence coming from customers. If the system is connected to the incoming mail server (using POP3 or IMAP protocol), it automatically identifies incoming e-mails and links them with "receivers". JUNIBOX also manages correspondence with clients starting from receiving information about the problem through to its resolving.

Self-care customer panel

The self-care customer panel is designed to be used by telecommunication company clients. Customers can control their personal data, services, invoices and payments on-line. It is also possible for clients to order new service and report a failure or problem through the panel.



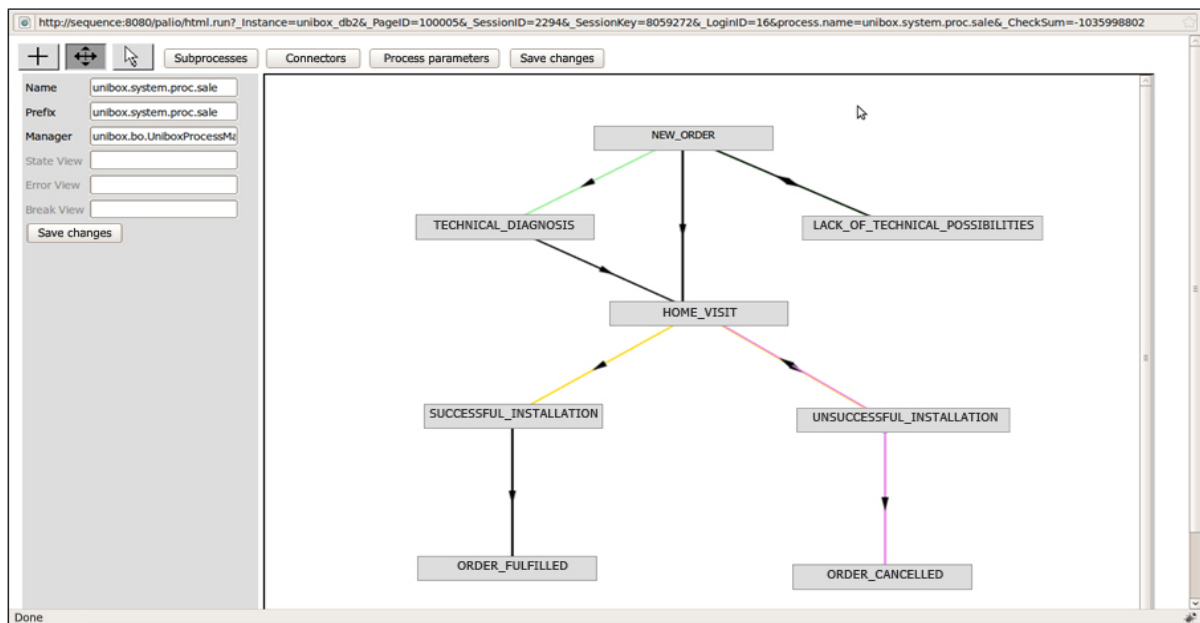
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Business process management

This module defines and manages business processes executed in a company. *Workflow engine* mechanism - jPALIO Hetman is used for process management. Hetman provides modelling and execution support for business processes. Business processes consist of sequential operations and conditional steering/branching. Hetman graphical interface is used for process design. After a process is designed and published, it starts to be automatically executed by jPALIO server according to the process diagram.

Processes can be linked together with services and categorized/classified according to the specificity of the company's services.



Documents

Different documents related to services (agreements, annexes, protocols etc) are generated for clients in every telecommunication company. JUNIBOX allows document management:

- Examples of documents used by company can be imported and stored in the system.
- Fields being filled out are marked by appropriate indicators (tags).
- System indicates data to be filled out.
- Documents for clients are generated automatically.

Documents can be imported in different formats: MS Excel, MS Word, HTML, XML.





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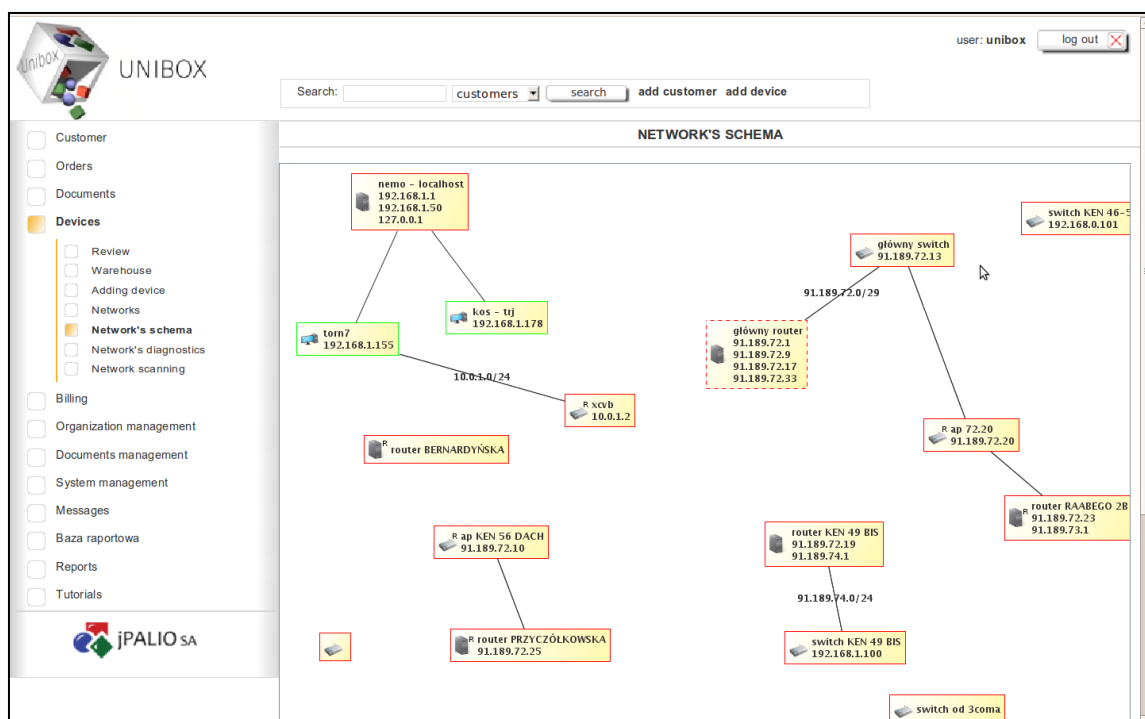
Registry and management of telecommunication devices

JUNIBOX provides registry and management of telecommunication devices (routers, switches, modems etc.) together with their specific parameters. The management part allows automatic and remote configuration of devices using SNMP protocol and that is why instant configuration as well as rapid change of service's parameters are possible. It is also helpful for diagnosing and eliminating defects and faults reported by clients.

Network diagram helps with device management. All telecommunication devices connected within the network can be presented on this diagram.

Payments and settlements

Information about customer's payments is generated automatically every month. Payments are counted based on price lists connected with services defined in product catalogue. After that, payments can be exported in XML format to any known/recognised accounting system. What is more JUNIBOX is receiving information about fulfilled payments (also in XML format) and can automatically take some steps regarding overdue payments (suspend provided services for some period of time, send payment notice, etc.).





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Monitoring and reporting

Business processes reporting and monitoring module is an important part of the JUNIBOX system. There is a collection of standard reports, already stored in the system, which are periodically compiled and published in HTML tables and EXCEL spreadsheets, and send to predefined e-mail addresses. Furthermore, any other report can be generated based on data stored in the system and "repeated" cyclically.

Application creator

The using of JUNIBOX always starts with application configuration management. Application creator guides users through successive steps leading to adapting the application to company's specific needs. During the installation appropriate instructions are given to the user and help them with the configuration. Progress is monitored throughout the whole process, and returning to previous steps is possible at every stage. Changes in the administration settings can be also done later on, without using the application creator.



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