Money Plus Group

Affinity Billing Proposal

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Contents

Why Us? Because we are the Billing Experts! 2

The Bureau Team 3

Customer On boarding Process 4

Service Relationship Manager 5

Customer Support 6

Training 6

Industry knowledge 6

Solution Overview 7

Aurora's Customers 8

Why Us? Because we are the Billing Experts!

By using Affinity, Aurora's powerful billing platform our customers optimise their billing revenue and maximise their in house billing knowledge.

Affinity puts you in control of your billing and Aurora's billing experts give you the tools and knowledge based on hundreds of 'person' years of experience in telecoms, ICT, billing and software development expertise

Billing Experts

Aurora supports over 70 customers from Tier 1 carriers to small independent resellers, generating over 30m worth of invoicing on a monthly basis, across an average of 80,000 invoices per month. Aurora's customers use Affinity to bill a multitude of products including Mobile and Cloud and Data.

We have an impressive track record in the fast moving world of Telecoms and IT. Affinity has continually evolved to enable our customers to offer innovative products, technologies, tariffs and bundles.

Affinity allows resellers to not only mirror carrier offerings, but also to create their own. Affinity can also support simple uplift schemes, but is equally adept at billing complex data by tariff code.

As more resellers look to take advantage of competitive wholesale offerings, Affinity allows the reseller to create complex tariffs and bundling, ensuring all charges are billed correctly at the specific rate, and no revenue opportunities are lost. In addition to processing complex carrier data, Affinity is equally adept at rating and mediating switch based data.

Affinity billing works on a 5 level billing hierarchy making it easy to manage tariff and rate changes for customers at top level, or at an individual site level. Affinity allows you to have a fully flexible rate card without the requirement to have a complete rate card for every billing entity.

Affinity also copes with the concept of ‘parent and child billing’ which allows customers with their own reseller channel to cater for the various requirements that brings, from dual branded billing to creating reseller CDR in a standard industry format.

Industry Experts

We have built up a wealth of experience within the business that our customers benefit from. Our business holds some the most experienced billing knowledge

on the market and we regularly attend and speak at industry events and are active members of the FCS.

Aurora adopts a consultative approach to customer requirements and where possible help drive the resellers business based on industry best practice, and experience gathered from supporting some of the UK’s most successful resellers.

In a constant changing industry regulation changes are a regular occurrence. Aurora provide guidance and support whenever an industry change needs to be considered by our customers and in many cases we provide managed support to ensure

our customers adhere to these changes. A recent example of this would be the changes to the NGCS regulation.

Our customer support program ensures that you are constantly kept up date with all the latest Affinity product updates and drive best practice of the Affinity system.

Regular training sessions, webinars, product update papers, user guides and billing health checks are all part of our customer service.

The Bureau Team

In the 'Bureau' model Aurora takes responsibility for hosting the platform, which users can access over an internet connection from any location.

Aurora has a highly experienced and knowledgeable Bureau billing team, based in our head office in Kent which is a key strength and service differentiator. Many of our customers are supported by this team, meaning they can maximise their own in

house billing expertise to use Affinity to drive strategic, revenue generating activities, rather than time consuming daily activities.

Aurora provides a named experience Billing Manager (with a supporting administrator) who is responsible for the production of the monthly billing run in accordance with customer instructions, working closely with their own customer services team.

“When it comes to a bureau billing solution Aurora is way above the rest, especially with their TPI and WLR3. Our relationship spans over 11 years and we look forward to our continued partnership in the future”

The Bureau team support a number of our customers on a daily and monthly basis , ensuring all data is loaded and rated when required, and a final bill run is produced. Each customer is designated a named contact for daily support, but Aurora use the checklist facility within Affinity to ensure that any member of the team can support any customer during the bill run process.

On a day to day basis the bureau team will also be monitoring any rating errors, and fixing them appropriately. We find that 90% of errors are fixed without the bureau team contacting our customer. At the end of the month the bureau team produce a report detailing any new dial codes and new destinations.

Once the bill run has been produced, the bureau team will issue a set of bill sign off reports which allow our customers to review the final numbers before a bill run is generated.

Aurora can also provide a cost effective fulfilment service where customer invoices need to be printed and posted rather than delivered via the internet. Fulfilment is carefully managed by the Aurora production team and we can intelligently sort and print mail to optimise postage and fulfilment costs.

Customer On boarding Process

Implementation of process

The Affinity implementation project will take a multi-phase approach:

Initial Kick Off

To introduce the project teams on both sides and agree roles, responsibilities and governance for the project.

Requirements Workshops

To define in detail the scope for the project. This will focus on operational processes and detailed billing requirements, and the detailed definition of any development or customisation items included in the contract. Workshops will be face-to-face or via teleconference.

Final Planning

Following the workshops, final planning activities will be completed.

Initial Migration

If your contract includes the migration of data, Aurora will complete an initial migration of your data into Affinity. A test Affinity system will then be able be available as a training system for users.

Training

Training shall commence once the initial migration has been completed. Training requirements shall be agreed and tailored depending on the system specification and user requirements. The location and amount of training is specified in the contract.

Fully Managed Test Bill Run

Depending on the contract, Aurora will undertake a multi- phased test bill run. The first phase will be to replicate the source system and ensure all customers, tariffs and billing charges and settings are understood and migrated within agreed tolerances.

The second phase will be to apply the standard Affinity settings to the migrated data. This will highlight any impact on the billing output based on the standard Affinity settings. Test runs may be split into calls/ usage and products/services depending on data volumes and billing scenarios required.

Aurora will work with the customer to understand and quantify differences between the source system and Affinity and actions required. This phase may be iterative depending on whether data cleansing and rationalisation activities are within agreed scope. The customer will have final sign-off, after which the final data migration shall take place.

Empty Affinity system

An Aurora billing specialist will work with you to ensure that you are happy with the billing out from Affinity.

Development and Customisation

Development work, where required is normally scheduled to run in parallel with billing setup activities.

Transition to Live

Fully managed migrations: At an agreed date, a final data migration of data shall be completed and a live Affinity environment made available to users. If required, this phase will include a WLR third-party- integrator (TPI) shift. The first Affinity bill run will then take place.

Empty system: A live instance of the Affinity system shall be made available so that the entry of customer data can commence. Once the data has been entered, the initial bill run will be completed.

Business-as-Usual (BAU)

Following the completion of the Affinity implementation, you will be handed over to a Service Relationship Manager (SRM), the Aurora Support Team and the Billing Bureau

Service Relationship Manager

We have a dedicated team of service relationship managers, supported by account administrators and a service operation manager that combined, provide a vital link between our customers and internal teams, ensuring there is a dedicated channel of communication to drive best practise of the Affinity software and our services.

Together we aim to drive exceptional standards of customer service and are the first point of contact on your account.

Every customer is assigned their own service manager or account administrator after the on-boarding process and they are responsible for the day to day running of a customer's account.

“Eurolink Connect have been working with Aurora since 2006 and are extremely pleased to have them as their billing partner. We have built excellent relationships and all staff are very responsive to additional requests and help us as our business requirements have evolved”

Regular updates from your service manager will include communication on a daily and weekly basis. Reporting on your account activity, resolving any issues and identifying and streamlining processes.

You will be offered billing health checks to ensure you are using the system as effectively as possible, along with face to face meetings, daily calls and annual customer visits. Service managers will also manage regular software updates of the Affinity software suite.

Ultimately, ensuring Aurora services are delivered on time and drive the most value for our customers is paramount to the service relationship role.

Customer Support

Aurora has a dedicated support team that provides technical support for any Affinity billing system queries or issues. The team comprises industry experts and software engineers who between them have over 50 years of Aurora and Affinity experience.

Many of our support team have developed on the Affinity platform and so ensures we are always able to answer your query in a knowledgeable and time responsive manner. 75% of queries are solved within 3 days.

Each customer will have their own Aurora customer support email inbox once their account is up and running.

Training

We have a dedicated training resource and offer a variety of user training options ranging from regular complimentary webinar training to bespoke on-site training to meet customers’ exact needs. Aurora also provide a comprehensive resource centre that contains system user guides, industry updates and product update webinars, plus ‘how to’ videos of training sessions

Industry knowledge

Aurora provide a raft of services to provide regular customer service reporting and updates and attend a range of industry forums and events to ensure we remain at the leading edge of all developments in the channel, and provide regular updates to our customers on these matters.

“A great team, Aurora staff provide excellent service support to service to Gamma with good communication and issue progression”

Solution Overview

Based on our discussions, the following table summarises the software modules and customisation, plus professional services that will form the solution for Red Star Ltd.

|  |  |
| --- | --- |
| MONTHLY REVENUE THRESHOLD | CORE SYSTEM MONTHLY COSTS FOR 24 MTH CONTRACT |
| £0 – 50,000 | £500 |
| £50,000 – 100,000 | £750 |
| £100,000 – 150,000 | £1,000 |
| £150,000 – 150,000 | £1,250 |
| £200,000 – 250,000 | £1,500 |
| >£250,000 | Pricing available on request |
| Affinity Setup Fee (50% on contract signed and 50% on project completion) | £2000 |

|  |  |
| --- | --- |
| PRICING FOR AURORA AFFINITY BUREAU SOLTUION | |
| System Setup |  |
| Affinity Setup Fee – Core System Setup, Configuration and Training (50% on contract signed and 50% on project completion) | £2000 |
| Aurora Fully Managed Migration from Ability and Test Bill Run (50% on contract signed and 50% on project completion) | £5000 |
| Total System Setup Cost (50% on contract signed and 50% on project completion) | £7000 |
| MONTHLY FEE FOR 24 MONTH CONTRACT |  |
| Affinity Core system for between £100,000 – 150,000 | £1,000 |
| Additional Modules flagged as Y above | £400 |
| Total Cost | £1,400 |

Aurora's Customers

