



Qudo – Provisioning & Billing

The Qudo Provisioning System is a web based interface that acts as a management overlay across the Qudo network for users. Its real power is in providing a single, centralised portal for all service assignment and billing, greatly simplifying system admin and accounts processing. The key capabilities of Provisioning can be summarised as follows;

- Centralised Billing
- Customer Self Management
- Management of customer Pre-Pay and Rental licences
- Automated IP Phone Configuration
- Geographic, Non Geographic and International Phone Number Management
- Automatic Device Fulfilment

Centralised Billing

The Provisioning System combines all costs related to delivering service in a single place. There are no longer separate ADSL, BT, maintenance and external software invoices. Everything is managed through Provisioning. Customers are able to access invoices online with separate summary and department breakdown analysis.

Key Message;

- All costs in one place
- Online customer invoices and cost analysis
- Tiered access for customers

Customer Self Management

Whether you need the ability to simply replace a faulty handset, or port BT numbers and roll out sites and users, your requirement can be accommodated. Provisioning offers a hierarchy of access for end users to administer moves, changes and access billing information. Encouraging customers to self manage, and giving them the tools to do so, is essential in further reducing the Reseller support costs in servicing their user community. Managing your telephone system is now as easy as browsing the web.



Key Message;

- Varying degrees of customer management supported
- Intuitive Provisioning interface

Automated IP Phone Configuration

Replacing faulty phones or adding users is as simple as entering the new MAC address in Provisioning. As soon as the phones are connected to the Internet they will pull down their config file and become live with their DDI number, hunt group membership and other services assigned to the user.

Key Message;

- Phones ready for connection and use as soon as the user is on Provisioning
- Greatly simplified rollout

Centralised Service Management

All Qudo services are available on a Rental basis, where 30 days disconnection notice is required, or 3, 5 and 7 year pre-pay. Pre-pay customers can still run rental services as required. Provisioning provides a single interface from which all these customer services, including analogue lines and broadband, can be activated and deactivated.

Key Message;

- Provisioning will manage various customer billing options
- WLR3 services can be ordered through Provisioning, also on 30 day contract
- Provisioning will manage activation and deactivation requests for all services