



TRANSFORM YOUR BUSINESS WITH A LOW-RISK IMPLEMENTATION

*Improving the customer journey experience with
IDI's telecom billing and OSS solution*

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GETTING IT RIGHT: THE IMPORTANCE OF BILLING & OSS SOLUTIONS IMPLEMENTATION

For Communications Service Providers to continue to thrive in a fast-paced and ever-evolving telecom industry, the importance of a superior customer journey cannot be overstated. To support this journey, **a transformation in the business to a modern, cloud-based billing and OSS platform is imperative for delivering an ideal customer experience.**

With that in mind, choosing a trusted partner with the operational expertise and technology to provide a smooth and seamless end-to-end telecom billing and OSS implementation plays a key role in ensuring there is no disruption to your valued customer relationships, and that your future service offerings can meet the demands of your customers and prospective customers alike.

To make this essential transformation, a successful implementation strategy for a

new billing and OSS solution must include:

- ▲ A clear end goal, with defined phases
- ▲ A substantial amount of due diligence to ensure a low-risk implementation
- ▲ A high level of support to enable your staff to maintain focus on their day-to-day work
- ▲ A dedicated project manager to develop a detailed plan and address key concerns throughout the process

Whether your company is being held back by a legacy billing system that prevents you from launching new services, or your rapidly expanding organization needs a solution that can scale up with it, choosing the right telecom billing and OSS provider with an experienced implementation team, a comprehensive strategy and an unrivaled record of delivering on-time

and in-scope implementations is crucial to setting the foundation for future growth and success.

When you choose IDI Billing Solutions for your premier billing, automation and workflow solutions, you **gain a trusted partner who has the technology, the expertise and the know-how to help you achieve your most ambitious business goals.**



THE IDI APPROACH TO WORKING WITH CUSTOMERS

IDI provides comprehensive services that ensure a low-risk and successful implementation of our telecom billing and OSS solutions. That includes everything from business analysis and data migration to project management and on-site launch support.

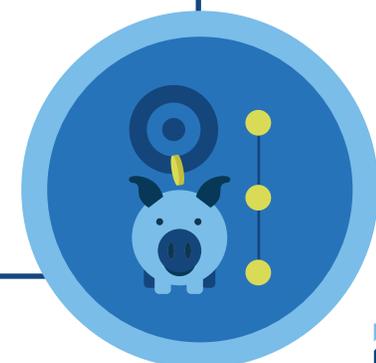
Expert project management and implementation teams are dedicated to learning your business.

Bringing together your operational requirements and company goals with our vast industry knowledge and expertise results in the development of the best and most relevant solution for your organization, leading to a superior customer experience.

Our individualized and disciplined approach supports:

- ▲ Higher predictability
- ▲ Fewer errors
- ▲ A strong mutual understanding of critical project elements, including goals, timeline and investment

By leveraging a phase-gate process that incorporates an integrated project plan and scope documents, IDI project managers **seamlessly achieve critical milestones and guide the project to a successful conclusion.** Our teams help your users develop mastery of the new solution, delivering knowledge as it becomes relevant and supporting the realization of its full potential and value.



THE ADMINISTRATIVE SIDE OF IMPLEMENTATION

Efficient and organized management of implementation plays a key role in everything from adherence to deadlines to the long-term success of a billing and OSS solution. To support effective administration of this process, IDI teams:

- ▲ Lead regularly scheduled meetings that focus on project progress, tasks to be accomplished, setting goals and troubleshooting any concerns
- ▲ Host executive meetings that provide an opportunity for senior executives at both companies to review the overall project status and address any roadblocks that may hinder progress
- ▲ Provide the option for case reviews with dedicated implementation consultants to assist with testing the configuration, data migration, billing and the user system

We aim to bring numerous resources together with a purpose of creating systems and processes that help **secure a competitive advantage, facilitate growth, reduce costs, support employees and create a better end user experience.**



THE PHASE-GATE APPROACH IN ACTION

IDI leverages the phase-gate approach which follows a time-based iterative process to direct implementation efforts and help guide customers smoothly through the progression. This proven methodology **establishes clear expectations, defines deliverables and supports successful implementation** in terms of timelines, budget and overall efficacy.

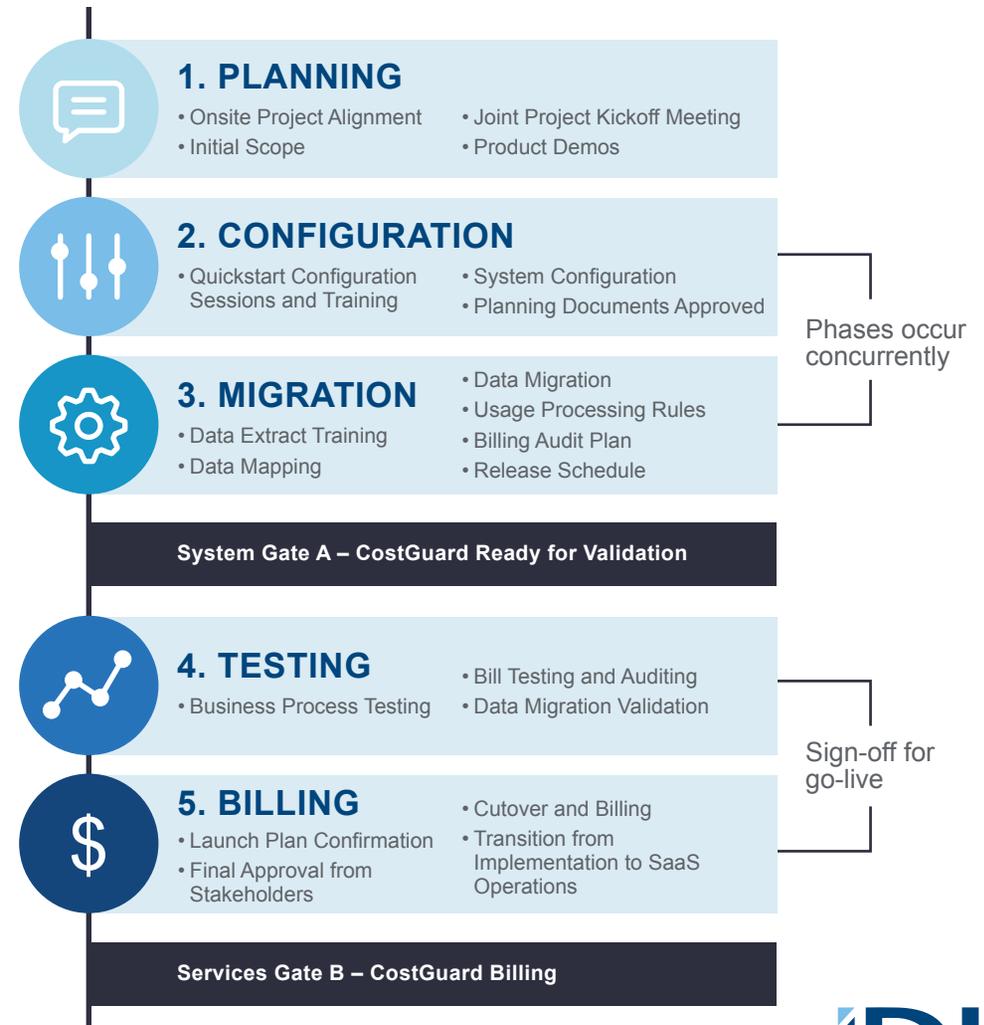
Specifically, the IDI phase-gate strategy includes five phases within two project gates:

System Gate A - Ensures critical deliverables are both planned and completed to allow for the establishment and configuration of the CostGuard® Billing and OSS application.

- ▲ Phase 1 - Planning
- ▲ Phase 2 - Configuration
- ▲ Phase 3 - Migration

Services Gate B - Focuses on refining configuration, data mapping and validation prior to launch, as well as testing and launch activities.

- ▲ Phase 4 - Testing
- ▲ Phase 5 - Billing Launch



PHASE 1: PLANNING

The Planning phase is crucial for **developing a mutually agreed upon, detailed project timeline that incorporates specific deadlines and milestones.** The project management team will assign specific tasks and responsibilities to both IDI and your company for each of the project phases.

The initial alignment meeting sets clear expectations, and is accompanied by software demos and summaries of the project scope and training plan. Key deliverables include: **requirements analysis, preparing the System Network Diagram, establishing SaaS servers and transitioning the project from sales to project management.**

Frequent status meetings and consistent communication helps keep the project on track. Unexpected issues are taken in stride as a result of detailed dashboards reflecting the state of the project and our Risk Register system which quantifies potential obstacles and identifies mitigation strategies.



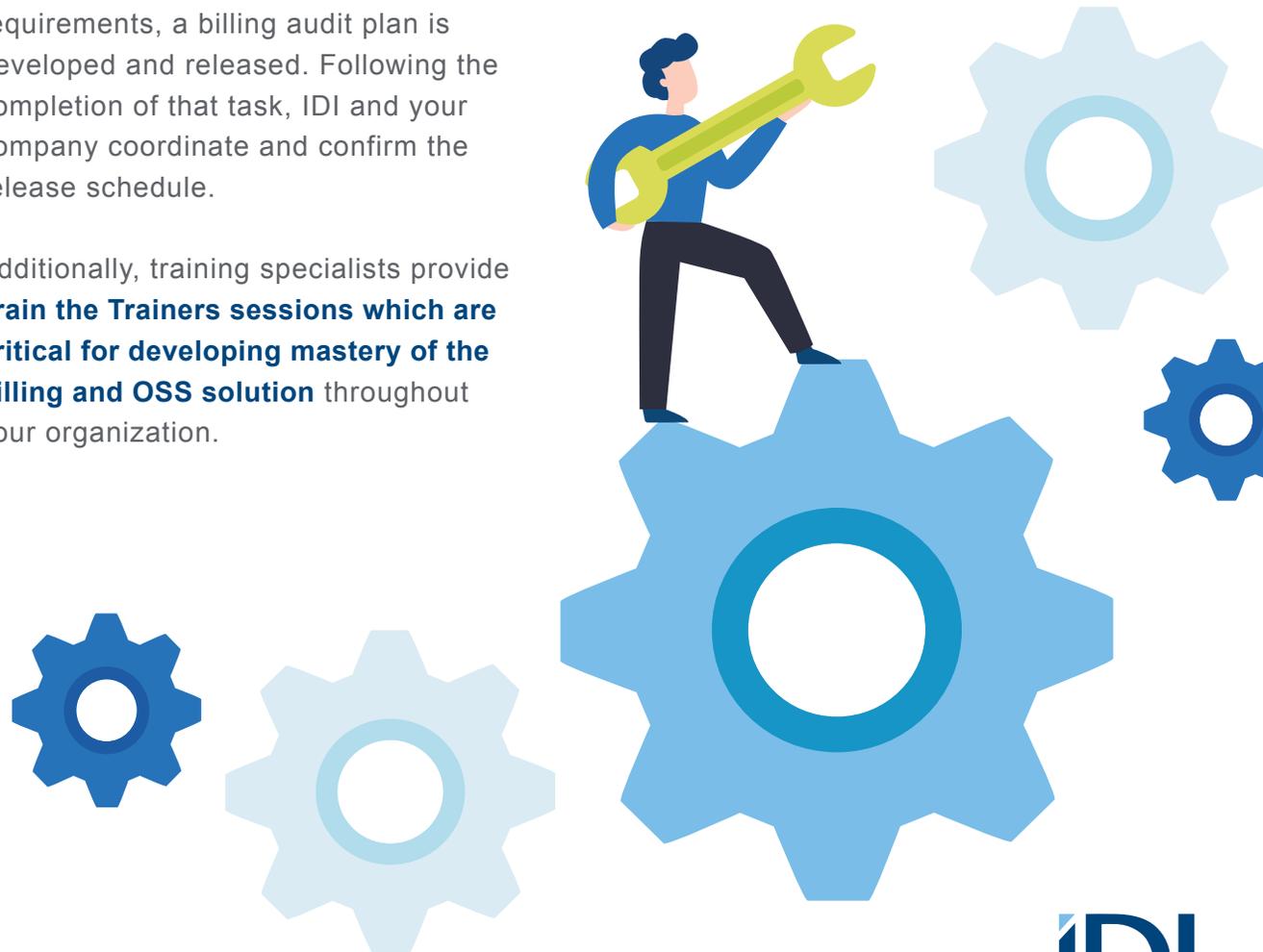
PHASE 2: CONFIGURATION

Configuration begins with your company reviewing and approving the planning documents. Quickstart configuration sessions, delivered by a training specialist, then kick off the new work.

The sessions are closely followed by collaborative efforts with an IDI implementation consultant, which **aligns the specifics of configuration to best meet your company's individual needs**. IDI then develops integration to support the provisioning of services and features to your network elements. **We help facilitate third-party integrations so you have full control to create and manage your relationships with your third-party partners**, and then configure your CostGuard® Billing & OSS with account-specific information.

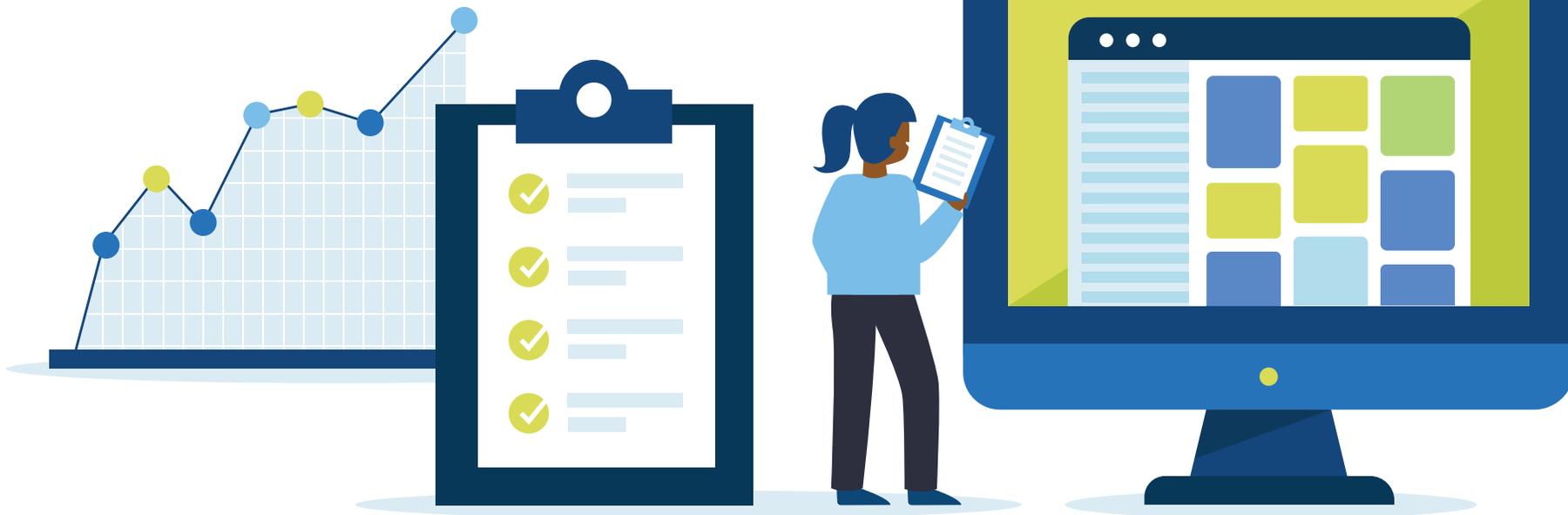
After collecting information on billing requirements, a billing audit plan is developed and released. Following the completion of that task, IDI and your company coordinate and confirm the release schedule.

Additionally, training specialists provide **Train the Trainers sessions which are critical for developing mastery of the billing and OSS solution** throughout your organization.



PHASE 3: MIGRATION

The Migration phase includes key deliverables, such as **data extraction from your company's current system, data mapping into CostGuard® and validation.** A carefully standardized approach leads to a predictable and functional output. During this phase, your staff will audit, modify, validate and confirm the relevant data following the migration.



PHASE 4: TESTING

The Testing phase includes **validation of data configuration and migration, minimizing the chance of problems as the project concludes and your new solution goes live.** This includes a thorough parallel process in which we ensure that billing in CostGuard matches the results in your existing system and that any differences are verified.

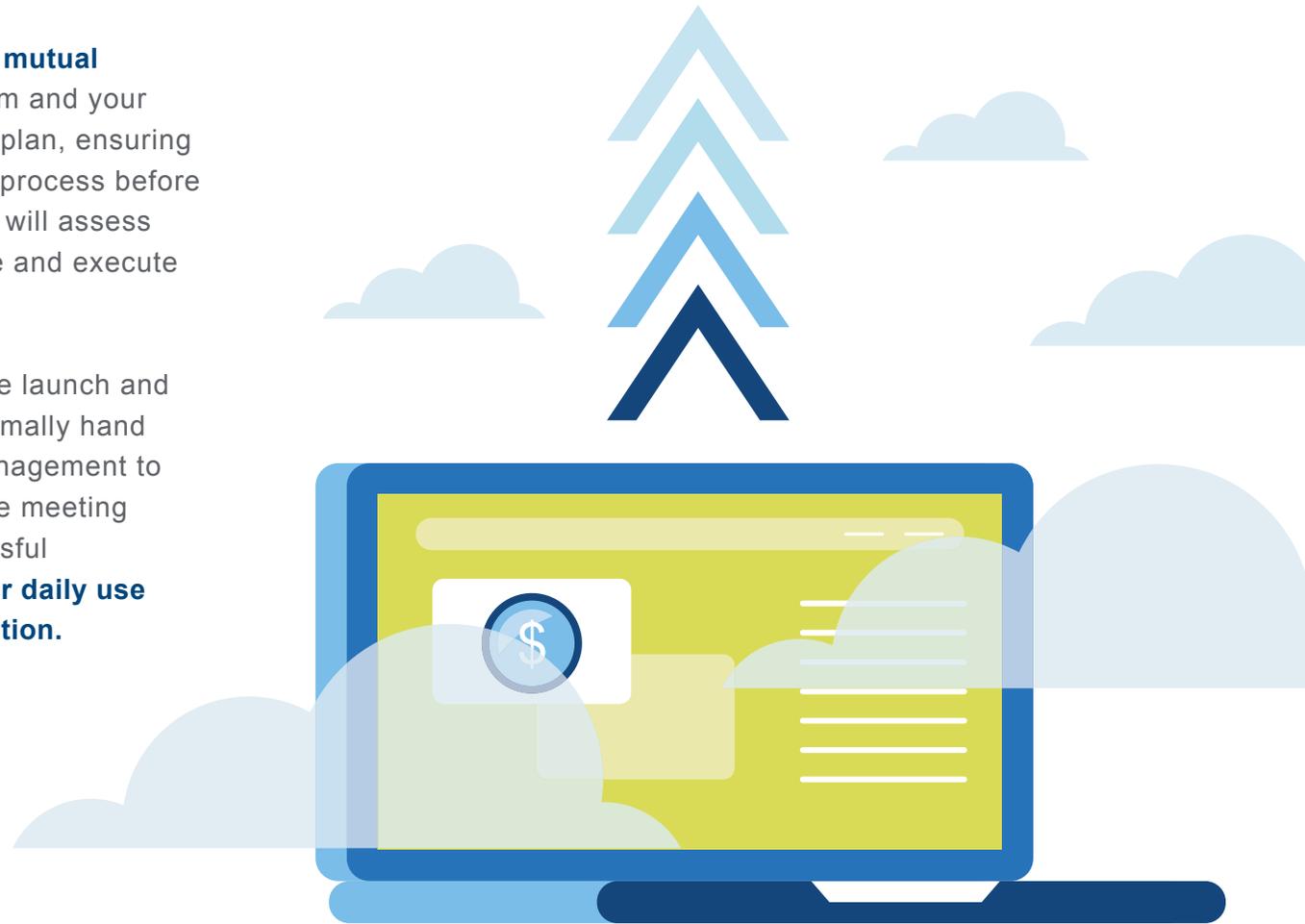
IDI deploys your organization's version of CostGuard, delivers software release documentation, enables processes and assists in establishing proper use of reports and auditing tools. A comprehensive dry run of launch-day activities is then performed, with IDI providing consultative support during user system testing.



PHASE 5: BILLING LAUNCH

The final phase of our process **emphasizes mutual understanding and agreement**. The IDI team and your pivotal stakeholders will confirm the launch plan, ensuring all relevant decision-makers sign off on the process before the cutover date. In addition, your company will assess and confirm its internal readiness for go-live and execute its launch plan tasks for cutover.

Once the launch takes place, IDI will provide launch and post-launch troubleshooting support and formally hand over day-to-day operations from project management to the SaaS operations team. The project close meeting marks the end of Gate B and, with a successful conclusion, your organization begins **regular daily use of CostGuard as your billing and OSS solution**.



THE DISTINGUISHING FACTORS OF AN IDI IMPLEMENTATION

What makes an IDI implementation stand out?

Time, experience and a hands-on approach have all given IDI a valuable perspective on how to facilitate an implementation that is both on schedule and within budget.

Key factors that enable success include:

- ▲ Executive level support
- ▲ Complete and up-to-date documentation
- ▲ Access to subject matter experts
- ▲ Open communication regarding risk factors, sense of urgency, auditing, clean data and training
- ▲ Multiple environments, allowing teams to address many varied priorities at one time and avoiding functional collisions during the process
- ▲ Just-in-time training to break learning down into more easily manageable and comprehensible sections

Our rapid-response process has been developed with industry best practices in mind, ensuring a stress-free and low risk billing system conversion.

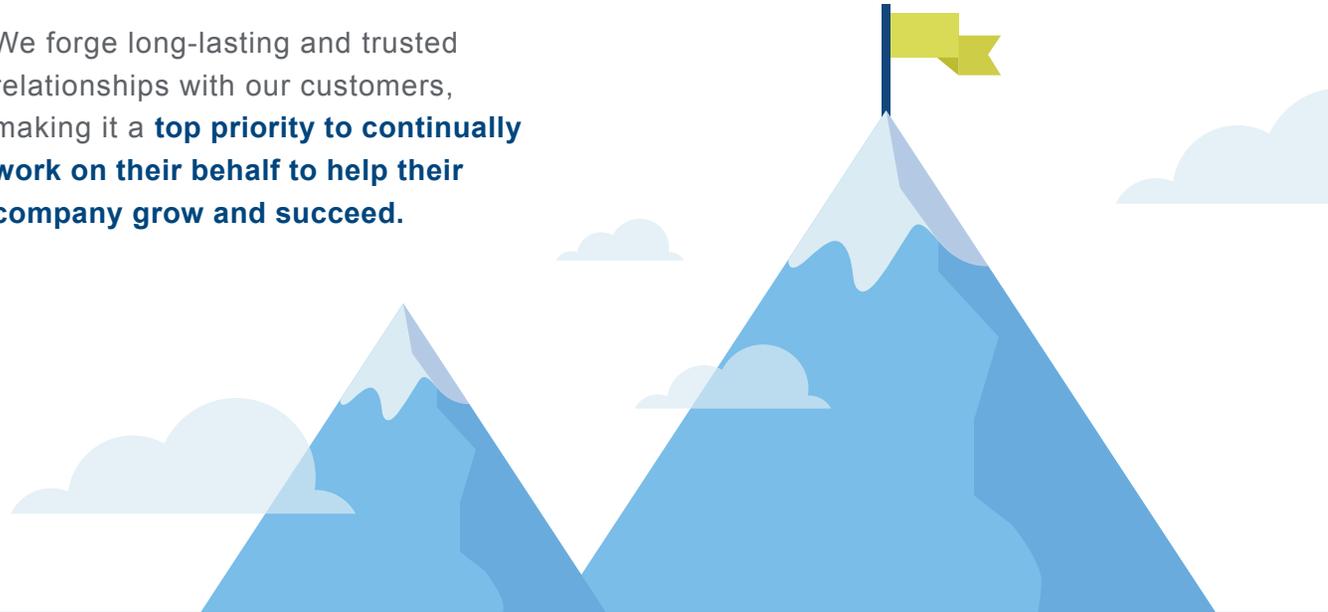


A SUCCESSFUL IMPLEMENTATION LEADS TO A BRIGHT FUTURE

IDI Billing Solutions offers **unparalleled experience in the telecom billing industry**. Our expert teams can confidently and accurately assess your organization's operational processes and plans to craft a billing and OSS solution that achieves your most ambitious business goals.

Each and every implementation is carefully designed through a collaborative approach to address specific business requirements. That includes taking the time to understand feedback and build more effective practices. A consistently disciplined strategy all but eliminates unforeseen obstacles, reduces errors and leads to a more predictable and successful system rollout.

We forge long-lasting and trusted relationships with our customers, making it a **top priority to continually work on their behalf to help their company grow and succeed**.



Contact us today to schedule a demo or to learn more about our commitment to exceptional service.

IDIBILLING.COM | TEL: 888.924.4110

