



Are You Ready For Digital Transformation?

Paving The Way To Digitalization

Consumers today demand a frictionless, end-to-end, omnichannel experience. They expect their Communications Service Providers (CSPs) to meet them wherever they are, whenever they feel motivated to engage, on whatever device they choose. It's become table stakes.

To meet this demand, CSPs are reimagining how they do business. And Digital Transformation—leveraging digital technologies to create new, or modify existing, business processes, culture and customer experiences to meet changing business and market requirements—is at the forefront of their thinking.

Through innovative technology, people, partners and systems, IDI Billing Solutions is dedicated to delivering the insightful counsel and specialized expertise that telecom providers need to navigate the ever-evolving digital landscape.

Our [comprehensive, cloud-based Billing and OSS](#) provides an end-to-end solution with the power, flexibility and scalability that CSPs need to take the next step in the progression of their digital transformation.

THE EVOLUTION TO DIGITAL SERVICE PROVIDER

True transformation comes when you look at all available technologies and consider how adapting your business to them can give your customers a better experience—tying your social, service and marketing presences together with a digital platform that captures customer information, creates personalized journeys and routes customer queries to your service agents.

For many, it's a stepped approach. Most CSPs today fall into two categories—those that are in the process of Digitizing their operations, and those that are on the path to true Digital Transformation.

DIGITIZATION—OPENING UP NEW STREAMS

CSPs at this stage are using digitized information to make established ways of working simpler and more efficient. And they're delivering services to customers in a faster, more effective manner—typically over the internet. Not only does this change the way some services are delivered, but it potentially opens up opportunities to sell new, higher value services (e.g., digital TV).

For CSPs at this stage, IDI brings value by providing the flexibility and comprehensive system required to enable providers to design, sell and invoice for virtually any type of service.

DIGITAL TRANSFORMATION—ADDING VALUE TO EVERY CUSTOMER INTERACTION

CSPs working toward true transformation are committed to changing the way they do business, deliver services and stay connected with their customers. Simply defined, *digital transformation marks a rethinking of how an organization uses [technology, processes and people](#) in pursuit of new business models and new revenue streams driven by changes in customer expectations around products and services.*

DSPs optimize virtually every business process and workflow to increase efficiency, speed, accuracy and productivity. Transformation also necessitates an organizational shift that [embraces digitalization throughout every aspect of company culture](#).

There are key aspects that characterize true DSPs:

- Scalable cloud-based infrastructure that supports increased customer demand for digital offerings and market expansion
- Seamless integration of systems, platforms and third-party applications
- Widespread automation that accelerates business processes and lets organizations do more with less
- Real-time visibility across technology platforms, letting stakeholders see and understand developing circumstances as they unfold
- Data-driven, advanced analytics to guide their decision-making process
- Customer-centric culture that leverages technologies to empower and enable employees

Ultimately, digitalization touches every corner of DSP operations, which is why, for many, full-scale transformation has become a key investment, helping CSPs lay the foundation for future growth while lowering costs and improving service delivery.

For companies who are committed to focusing their strategies on digitalizing their operations and, importantly, digitalizing the touchpoints in their customer journey maps, IDI is the ideal partner. Through comprehensive solutions that our sophisticated SaaS platform enables—order-to-cash automation, customer portal, online bill payment and bill presentment services

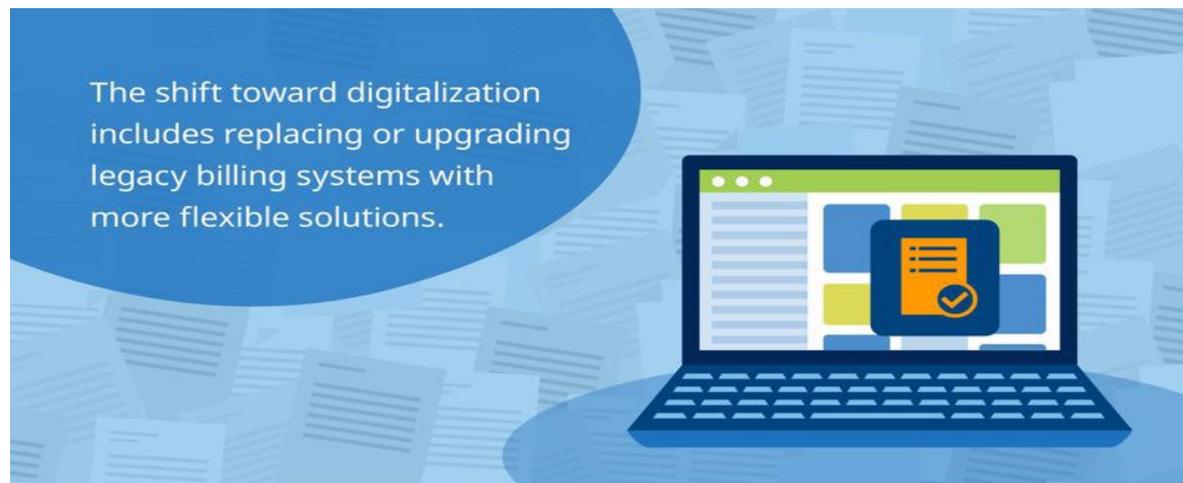
integrations, and more—we enable CSPs to enhance their offerings and accelerate the transition to becoming a Digital Service Provider.

COMPREHENSIVE SOLUTIONS FOR TRANSFORMING IDEAS INTO GROWTH

For many organizations, their telecom billing and OSS platforms were never designed to account for the nuances of IoT support and other modern challenges. They may not have the capabilities to measure and bill for such a wide range of services while maintaining perfect accuracy.

Systems that once were state-of-the-art can quickly be rendered obsolete or insufficient as technology and industry demands evolve. Hanging onto these legacy systems is not tenable over the long run, and businesses will inevitably run into performance issues, growth barriers and security risks. The shift towards digitalization embraces technology improvements including replacing or upgrading legacy billing systems with more flexible solutions.

IDI's sophisticated, cloud-based billing and OSS solution offers comprehensive billing, automation and workflow capabilities to handle complex billing scenarios and unique challenges. When you choose IDI, you gain a trusted partner who has the [proven technology, expertise and the know-how](#) to help you achieve your most ambitious goals.



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STREAMLINED WORKFLOW AND BUSINESS PROCESS AUTOMATION

The lack of end-to-end automation has been a major problem in the telecom industry, preventing service providers from reaching their full potential and maximizing revenue streams. Addressing challenges such as this requires a broad overhaul of internal workflows and processes to keep pace with emerging technology and evolving industry trends.

IDI Billing Solutions' [Workflow module](#) provides the reliable automation needed to accelerate internal processes, eliminate costly errors and enhance overall service quality. With Workflow's flexibility and powerful automation capabilities, virtually any process can be mapped out and integrated with other areas of the CostGuard platform.

In addition, service providers can take full advantage of IDI's open architecture, flexible API integrations and platform development strategy to [rapidly monetize new service offerings and scale up with growing requirements](#). Whether the goal is incorporating functionality from existing software and third-party partners, or building your own tools, IDI supports a broad range of integrations.

Choosing a collaborative partner who can provide a combination of seamless integration, effortless automation and comprehensive capabilities can ensure a strong foundation for future success and help providers stay agile as their business evolves.

ROBUST DIGITAL FRONT OFFICE

Customers crave some level of agency and control with their subscriptions and services. Many people want to be able to make changes to accounts, add new products, build additional functionality and troubleshoot performance issues on their own without needing to pick up a phone to dial customer support.

A comprehensive digital front office provides customers with the self-service capabilities they're looking for, letting them manage their accounts and subscriptions as they see fit. A robust platform empowers users to customize and manage numerous aspects of their services. Those may include basic functions like viewing billing invoices and checking on order statuses or more advanced features like self-service troubleshooting.

Depending on the CSP's specific niche and market, it may also incorporate digital storefronts to allow customers to purchase digital media and products directly through their portal.

END-TO-END CAPABILITIES BENEFIT THE ENTIRE ORGANIZATION

Any new technology purchase is likely going to be heavily scrutinized by both decision-makers and everyday employees. Does it make people's lives easier? Has it increased efficiency and productivity? Has it lowered costs? Does it help you attract and retain new talent? If your staffing plans include hiring today's tech savvy college graduates, training them on modern cloud solutions will be critical to long-term employee retention.

When it comes to telecom billing software, people often assume that the platform's benefits will only extend as far as the billing department. As such, employees might not rally around a new solution since they can't readily see how they stand to benefit. But the truth is that billing

software [delivers meaningful results that can be felt across a variety of departments](#). IDI's CostGuard Billing and OSS benefits truly span the entire CSP organization.

Implementing a [cutting-edge billing and OSS solution](#) can provide the opportunity to improve business operations without taking on the additional expenses and responsibilities. And the benefits can be felt immediately - it's easy to learn, making it simple for both new users and veterans of the organization to use right from the start.

BEGIN YOUR DSP JOURNEY WITH THE RIGHT BUSINESS PARTNER

Embracing digital transformation is a major step forward for service providers, and it will require a great deal of expertise and experience to complete. Working with a knowledgeable business partner that keenly understands where the telecom industry is headed and what technologies provide the best return on investment will make the transition much easier.

IDI Billing Solutions' team of experts can help chart an effective technology roadmap that paves the way for digitalization without dramatically disrupting day-to-day operations. IDI knows what it takes to reshape an organization – including its technology, processes, and people – and move from a CSP to an industry-leading DSP.

If your billing and OSS is not part of your competitive advantage, [reach out today](#) to discover how IDI Billing Solutions can help you increase your revenue and enhance your overall customer experience.



READY FOR THE FUTURE?
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automation and workflow solutions for
future growth and success**

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