



# IDI IS MORE THAN JUST SOFTWARE

*WE'RE AN EXTENSION OF YOUR BUSINESS*

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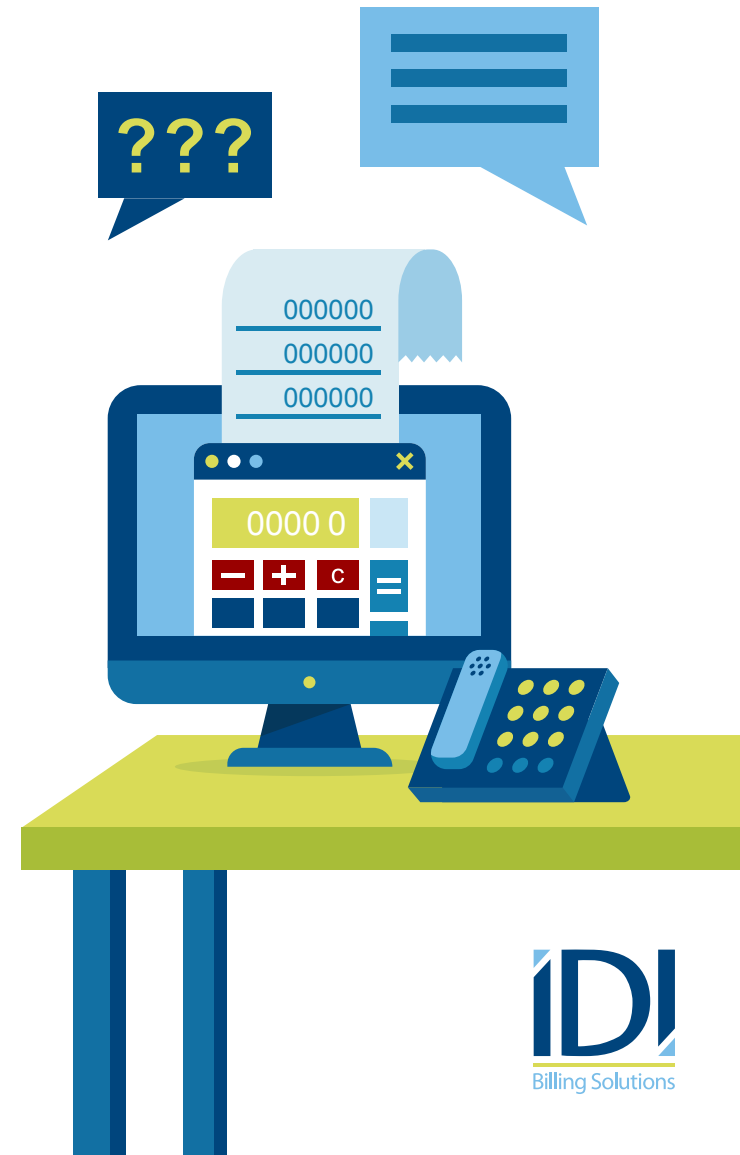
# INTRODUCTION

To effectively meet the unique demands of telecom billing and OSS, your business should ideally work with software solutions that address the nuances of the telecom billing industry. But what separates the best solution providers from the rest? *Industry leaders do more than just provide a software suite of tools – they work as an extension of your business.*

**At IDI Billing Solutions, we forge lasting partnerships with our customers, continually working on their behalf to improve the quality of their business operations.** We shape our approach to match each business' unique circumstances, 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 along with it. Our comprehensive billing solutions can ensure your company is earning the revenue it deserves while making sure all customer needs are met.

**IDI provides high-quality, cloud-based billing, automation and workflow solutions that can effectively streamline your business.** We'll take care of the back-end billing requirements, giving you the freedom to do what you do best: delivering high quality products and service to satisfied customers.



# PARTNER WITH PROJECT MANAGERS WHO GUIDE YOU THROUGH IMPLEMENTATION

Implementing telecom billing and OSS systems is a highly complex process, and our customers want to be certain that every service offering launches without incident and every component is finetuned to their specific business requirements.

**Our U.S.-based project management and implementation teams are dedicated to learning every inch of your business so we can produce the best solution possible for your organization.** We couple your operational requirements and company goals with our vast industry knowledge to provide a superior customer experience. Our tailored approach ensures a successful partnership from start to finish.

IDI services cover the entire gamut of telecom billing and OSS solutions, from business analysis and database migration to project management and on-site launch support. Whatever assistance you need to improve revenue capture and scale up your billing systems, we will be there to provide it.

**Our highly disciplined approach to implementation all but eliminates unforeseen roadblocks, reducing errors and leads to a more predictable and successful system rollout.** IDI project managers use a phase-gate process to integrate project plans and scope documents, achieving a mutual understanding of all major project goals

and timelines. In this way, our project management team is able to consistently hit critical milestones and guide the project to successful completion.



# JOIN FORCES WITH A DEDICATED ACCOUNT MANAGEMENT TEAM

Great technology can only take an organization so far if it's not closely aligned with your strategic business goals. That's where IDI's Account Management team comes in. **Our customers receive a dedicated IDI Account Manager who works with you to fully understand your key business imperatives and how your telecom billing solution can support them.** Think of them as your strategic partner and advocate.

We want to ensure you maximize your investment in our telecom billing technology and get the most value out of our CostGuard® solutions. Your account manager helps identify new opportunities to take advantage of everything that IDI has

to offer, ensuring you leverage all available resources and services at your disposal.

**Our collaborative approach to design, listening to your feedback and working directly alongside your team produces more effective practices and leads to better solutions for customers.**



# BE STRATEGIC WITH SOFTWARE DEVELOPMENT

IDI extends far beyond implementation services: **We offer software development services to expand upon our platform's core capabilities, enhancing our solutions and supporting customer efforts to create unique products and services of their own.**

We adhere to the latest software development best practices to accelerate delivery while reducing costly errors and delays. In particular, our team follows Agile methodologies that allow us to rollout new software on predictable production schedules and avoid project overruns. Our

software updates are released on a monthly basis and can directly respond to customer requests for new features and capabilities. **Our customers maintain complete control over which release they want to use in production, the features they want to use and the timing of when to use them.**

Our dedication to collaborative input, change control processes and reliable monthly software release cycles allows IDI software development teams to dynamically respond to your feedback and incorporate your requests into upcoming software releases.



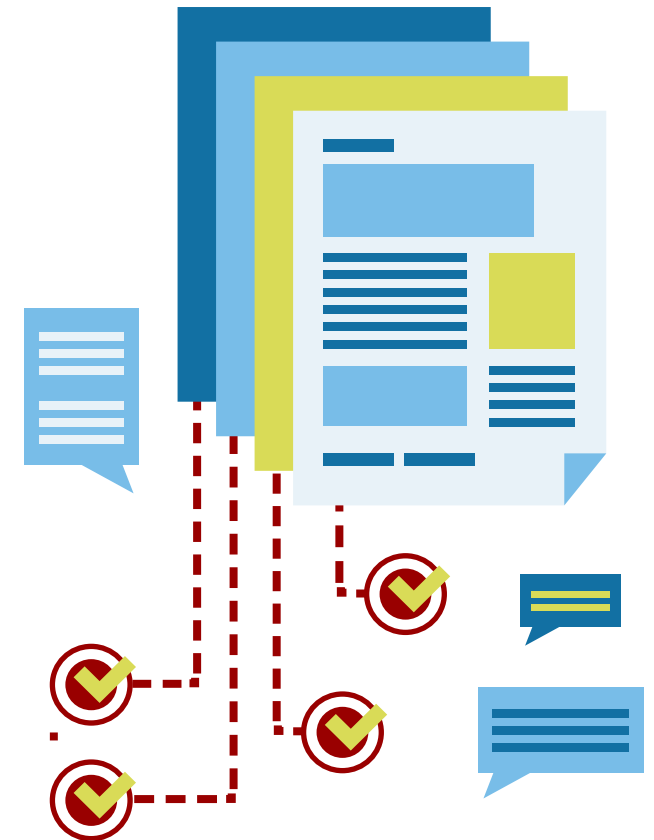
# ENJOY WELCOME RESPONSIVENESS

Some billing vendors will help with implementation and launch, and possibly even configuration, but they won't stick around to make sure the system generates real value for your company. IDI takes a more hands-on, responsive approach to be absolutely certain that our solutions are helping customers bring in more revenue.

**We are committed to maximizing your cash flow by processing accurate invoices as quickly as possible.** Our billing specialists manage and monitor every stage of the bill production process in real time. There's always an IDI expert available to help ensure your invoices are completed without delay.

Because our teams take an exhaustive approach to managing your billing solution, you can enjoy a more reliable system with fewer technical difficulties that get in the way of driving revenue back to your business.

If you do encounter a problem or have a question or request, **our structured client response process allows our team of billing specialists and technical experts to answer questions and deliver on requests without delay.** It doesn't matter how large or small your request is, we are extremely responsive with our communications in every situation.



# COUNT ON BEST PRACTICES CONSULTING AND INDUSTRY EXPERTISE

**IDI has been a leading voice in the telecom billing industry for years - we have seen and done it all.** That knowledge and experience is a major asset for our customers to gain maximum efficiencies and best practices. We are happy to share our industry expertise around the clock, whenever needed.

If you have a question concerning billing processes or our platform, you can contact IDI's telecom experts at any time. In addition, our robust IDI Support & Knowledge Center provides valuable information to address questions and issues that may arise.

Our support structure helps out those who need assistance while giving customers the freedom to find their own solutions through our online tools if they prefer. Even if you value the flexibility to resolve problems on your own (and our CostGuard B/OSS solution certainly provides that opportunity), you can call upon our support team and other resources whenever necessary. **IDI experts are available to help analyze your business scenarios**

**and recommend specific action plans when launching new products or automating business processes.**





# TAKE THE HASSLE OUT OF TAXES

Tax management is one of the most complex aspects of telecom billing, and there's no room for error. Many telecom billing solutions lack adequate tax management features, forcing companies to purchase separate, third-party applications to handle those demands.

**IDI's CostGuard platform, meanwhile, includes integrated tax management tools straight out of the box to help customers streamline and simplify these critical processes.**

Our telecom tax experts monitor tax and regulatory changes on a daily basis, updating our tax management

module every month to account for those developments. Those monthly updates are fully automated, taking all the responsibility for accurate tax management off your shoulders. There's no need for you to make ongoing changes, because we have it covered.

**Our tax management service also gives you the ability to customize your existing taxes or create your own user-defined taxes.** With CostGuard, you have the flexibility to accurately tax a wide range of telecom products and services.



# MASTER YOUR TELECOM BILLING SOLUTION WITH EXPERT TRAINING

Expert guidance will only take you so far; successful telecom billing processes require knowledgeable staff that understands how to get the most out of available technology.

**IDI offers a comprehensive training experience to educate your employees and help them realize the full potential of your telecom billing solution.** By taking advantage of these services, you can completely capitalize on your CostGuard investment.

Our training team uses a blended approach to customize training sessions to each customer's exact needs. We can hold sessions on site at your location or the

IDI headquarters or remotely via webinars and online training events. We also have an entire library of IDICasts with additional material to pore over and supplement our direct, hands-on training sessions.

We appreciate that it can take time for new users to get up to speed with every tool and feature that CostGuard brings to the table, which is why we build in plenty of lead time to train new customers.

**Training is delivered over a period of several weeks leading up to your launch date, allowing you to become proficient using the system before it ever goes live.**

That support doesn't end after launch, either. **IDI Learning Specialists are**

**committed to ongoing development, assisting our customers with further training initiatives** that focus on the latest system upgrades, educate your new hires or address your specific organizational goals.



# PARTNER WITH IDI TO GROW YOUR BUSINESS

At IDI Billing Solutions, we believe a telecom billing solution should be more than just a suite of software tools. We should function as an extension of your business, forging a strategic partnership between the vendor and the customer. We can share our extensive industry expertise and experience to help every IDI customer take advantage of the latest telecom billing best practices.

**Our commitment to the customer experience extends across the entire relationship,** from project management and platform implementation to ongoing support and training opportunities. We pride ourselves on providing a higher level of service than you will find anywhere else.

**We promise to continually work on your behalf, improving your telecom billing platform, accurately completing invoice processes and helping you to bring more revenue back into your organization without delay.**

We are dedicated to seeing your company grow and succeed. *Let's work together to realize your business's full potential.*

