EASYDONE SUITE

EASYDONE DUNNING
ENGINE

SPEED UP YOUR COLLECTION PROCESS BY TAKING THE RIGHT ACTIONS FOR THE RIGHT CUSTOMERS

Collections is an important extension of an operator's charging and billing. It is vital that you take the necessary action against the customers that will pay and the ones that will not. EasyDone offers you Credit Handing and Dunning functionalities in a single product.

EasyDone is capable of calculating a subscriber's dunning cycle in a flexible fashion, based on criteria such as the subscriber's segment, credit class, open amount, number of unpaid invoices.

Dunning segment definitions and the corresponding action mappings for each segment are fully configurable in EasyDone. It also supports automated processes where actions are performed in real-time, based on the rules defined by the operator. Customer notification messages such as plain-text dunning letters or notification SMS/MMS contents can be configured based on predefined templates.

Other features of EasyDone include:
- Support of contract based or/and customer based dunning.
- Supports automated customer care and provisioning operations (such as barring).
- Supports notifications actions such as SMS, e-mail and/or letter (via operator provided interfaces) Operators that use EasyDone as their Dunning module confirm that it speeds up their collection process by taking the right action for the unpaid bills.

Benefits

EasyDone offers the following tangible benefits;
Wide Range of Dunning Actions: the following are some dunning actions by EasyDone, but not limited to with possibility to make new bundled combinations:
- Barring/unbarring
- SMS sending
- Service deactivation/activation
- E-mail data preparing/sending
- Letter data preparing/sending
- Suspension/Reactivation
- Apply fee
- Transferring to legal

Integration Capabilities: With its suite of components, EasyDone ensures a smooth integration with any billing system.Its unique integration approach, EasyDone can also fit in with any CRM system and middleware, in order to get the necessary customer information for offering the most effective dunning action to speed up the collection process.

Technology and Performance:
EasyDone has been deployed in Tier-1 operators in different countries. Its out-of-the-box horizontal scalability guarantees that EasyDone supports Operator's business upto 99.9999% availability for millions of customers.

Openness & Infrastructure Compatibility: EasyDone has been fully developed with proven and open technologies such as; Java, Oracle DB, Hibernate, or JMS compliant messaging solutions, instead of in-house developed legacy libraries allowing the Operators to expand the functionality without relying on the vendor.

Differentiators

Distinctive capabilities by EasyDone include; Flexibility;
- Calculating a subscriber's dunning life cycle in a flexible fashion
- Flexible rules for calculating a subscriber's dunning segment
- Online/offline dunning action in a single platform
- Dunning action determination based on Customer Payment Behaviour
- Flexible dunning lifecycle support of
  - Fix Segment-Category Based Dunning
  - Fix Segment-Invoice Count Based Dunning
  - Dynamic Segment-Category Based Dunning
  - Decision Tree Based Dunning with Flexible Rules and Segmentation
- Flexible integration architecture
- Can be deployed adjunct with any charging system
  Quick Development of Complex Dunning Actions;
- State of the art workflow engine allowing to easily configure dunning life cycle
- Fully plug-in architecture to adapt any technology
- Comes with out-of-the-box BSCS iX adapters
  Carrier grade operational excellence;
- Horizontal scalability
- Proven high throughput for online and offline dunning actions.
- Support for up to 99.999% availability
- Hardware independent and compatible with all major UNIX distributions.

Contact With Experts

Please do not hesitate to contact us for any information you may deem necessary for your convergent charging and billing needs.