

RELEASE BRIEF



Hansen CCB - NavibillingCX 10

A next-generation unified business platform for small, medium and new entrant communications service providers which enables them to focus on monetising digital products and services



Hansen CCB - NavibillingCX 10 is a modern, integrated business platform which enables smaller CSPs – whether serving 20,000 or 1 million customers – to create, sell, deliver, bill, and collect for communications products and services. Through its introduction with Microsoft Dynamics 365 Business Central it offers a unified suite of business support capabilities, removing the cost and complexity associated with disjointed software platforms.

Smaller communications service providers face the same challenges of today's top-tier players, including the need to dynamically deliver compelling propositions with agility in order to thrive in highly competitive markets. Unlike Hansen CCB - NavibillingCX 10, other competitively available BSS software simply isn't designed to work at this scale, with challenges around cost effective deployment, ongoing operation and maintenance.

Comprehensive Business Platform

Offers everything needed to run a telecoms business, underpinned by Microsoft Dynamics 365 Business Central.

Optimised for the Small CSP

Developed specifically to meet the needs of its target market – a right-sized solution resulting from Hansen's significant experience serving this segment.

Ready for the Future

Hansen CCB - NavibillingCX10 introduces a new, modern architecture which enables CSPs to leverage a productised roadmap with reduced upgrade cost and complexity.

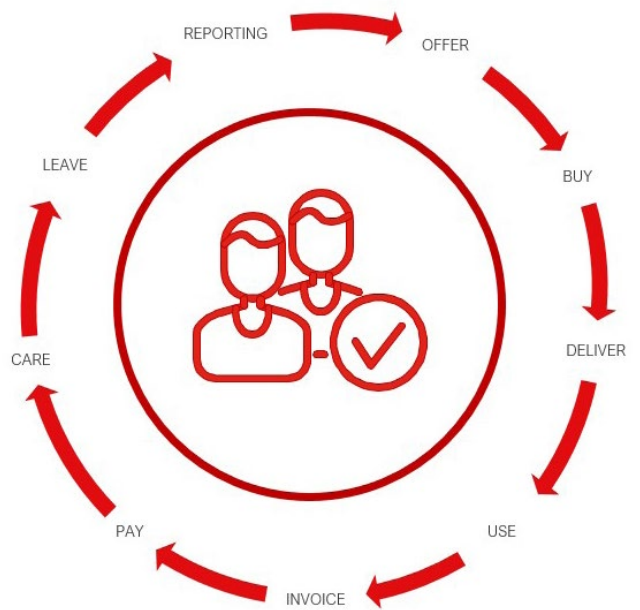
NEXT-GENERATION HANSEN CCB - NAVIBILLINGCX

Hansen CCB - NavibillingCX 10 introduces a new architecture which gives customers access to a productised roadmap, making it easier to unlock future value through a streamlined upgrade process. This reduces the cost and complexity associated with custom development and tightly-integrated bespoke code, which can result in customers being unable to take advantage of product evolutions due to being locked in to earlier software versions.

By decoupling Hansen's NavibillingCX and customer specific extensions from Microsoft Dynamics 365 Business Central, the new release enables a streamlined upgrade path with flexible deployment options. This contrasts with legacy, monolithic alternatives, which have long, complicated and expensive upgrade cycles, and ensures CSPs are able to protect their existing investment while also having a path to unlock new value in the future.

Hansen's product roadmaps are created in consultation with customers, to ensure that products keep pace with evolving market requirements. Hansen CCB - NavibillingCX 10 has been designed with the needs of its target markets in mind from the outset, with earlier versions being used by around 20 CSPs in markets as diverse as Cook Islands, Germany, Scandinavia and the UK.

Through its support of Microsoft's latest Dynamics 365 Business Central platform, customers are also able to leverage Microsoft's own software evolutions to support their digital transformation programmes.



BENEFITS

Telco-Grade BSS

Hansen CCB - NavibillingCX adds telco-specific capabilities to Microsoft Dynamics 365 Business Central to deliver end-to-end service commercialisation capabilities.

Pre-Integrated Platform

As a unified business platform for CSPs, the solution reduces deployment and operational overheads related to multi-vendor alternatives.

Seamless Productivity

By using an integrated software stack, teams can access a range of functions from a single interface – removing the need to switch between different applications to complete tasks.

Multi-Service Support

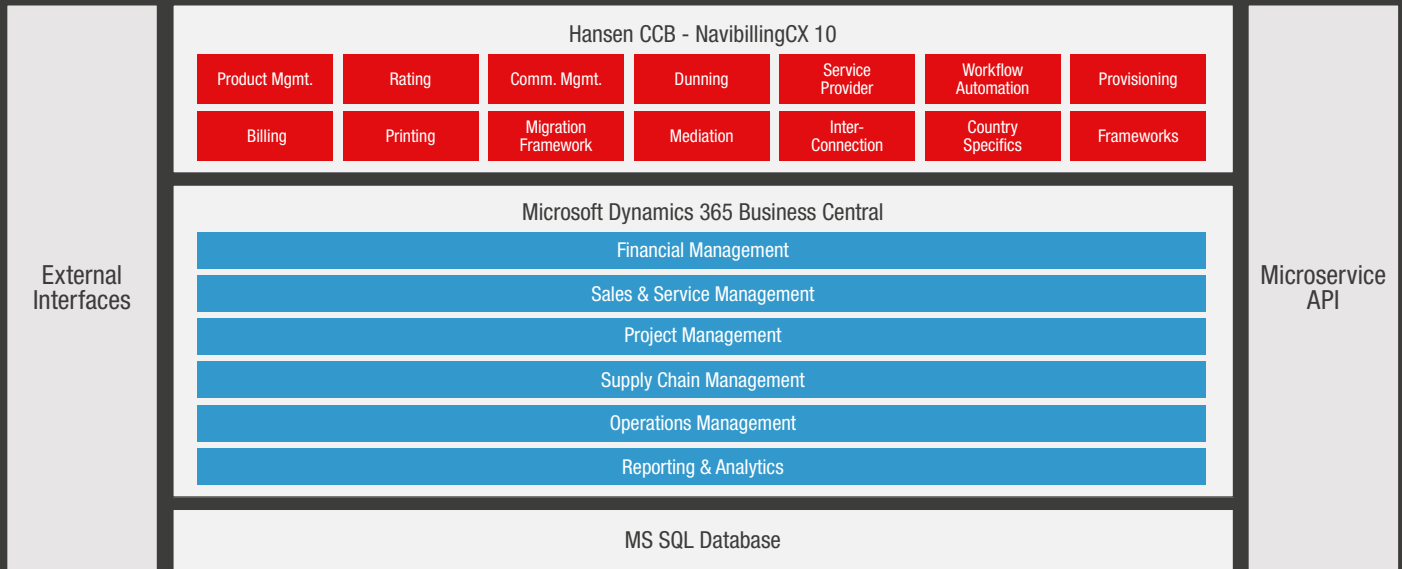
Hansen CCB - Navibilling CX supports a full range of CSP products – including fixed, mobile, broadband and TV.

End-to-End Capabilities

With features supporting the full Create-Deliver-Engage lifecycle, Hansen CCB - NavibillingCX supports CSP operations throughout the customer lifecycle.

Field-Proven

Hansen CCB - Navibilling CX has been deployed by around 20 CSPs globally, giving Hansen extensive experience of serving the requirements of this market.



FEATURES



Create

Hansen CCB - NavibillingCX offers product management capabilities which enable CSPs to quickly bring new products to market, in order to capitalise on new digital opportunities



Sell

Through integration with Microsoft Dynamics 365 Business Central, CSPs can access a range of sales tools including quote generation, contract management and sales invoicing.



Deliver

Hansen CCB's order management and provisioning capabilities integrate with CSP's operational support systems to enable seamless, automated workflow-driven order fulfilment and service activation.



Bill

Hansen CCB - NavibillingCX supports a broad set of rating and billing options, including support for prepaid and postpaid models, interconnection rating and foreign roamers, in order to provide CSPs with the maximum flexibility in their operations.



Engage

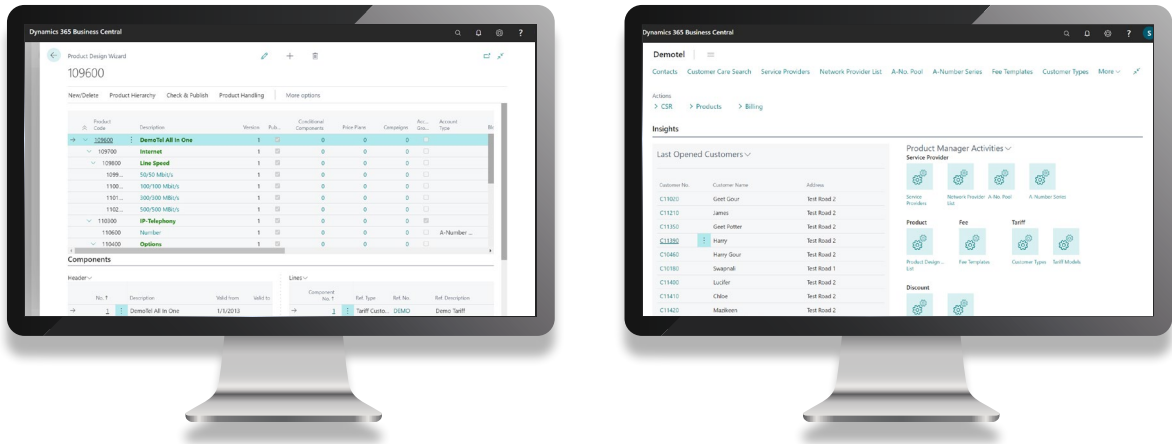
Hansen CCB - NavibillingCX provides CSPs with CRM and customer management tools which enable high quality customer service and account handling, in order to drive customer satisfaction and minimise churn.



Analyse

Use customer data to create commercial insight with Microsoft Dynamics 365 Business Central's native support for web services including OData, as supported by leading BI tools.

END-TO-END CONVERGENT CUSTOMER CARE AND BILLING



Hansen CCB - NavibillingCX 10

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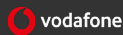
Hansen CCB - NavibillingCX 10 features an updated web user interface, delivered via Microsoft's modern and customisable Dynamics 365 Business Central web client or mobile app (both iOS and Android).

Accessible anywhere via any device, this provides complete freedom in the way that CSPs access their data, while also ensuring they are working with the latest data.

The consistent and familiar user interface also helps improve productivity as users can perform tasks from a single point, without the need to swap between different applications with different interface configurations.

Hansen CCB-Navibilling CX enables CSPs to focus on serving customers in the most effective way possible – not using and maintaining disparate business systems.

Powered by Hansen



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