

Benefits

PROVEN SOLUTION

iDeal has been built over WeDo technology which has been successfully deployed worldwide for several mobile communications & media providers.

HIGHLY FLEXIBLE PRODUCT

iDeal is highly configurable using a Drag & Drop user interface to respond to specific requirements and complex business rules.

NON INTRUSIVE SOLUTION

iDeal responds to specific client demands that require the interface with partners to be rapid, robust and flexible. iDeal is a non intrusive modular solution that sits beside actual systems, gathering information and interacting through available interfaces. It enables a phased project approach for a full deployment.

INTEGRATED AND CENTRALIZED CONTROL

iDeal provides a centralized portal to manage all the system configurations and interactions with internal and external intervenients, namely the partners, marketing, IT and engineering teams.

BUILT FOR RAPID DEPLOYMENT

Due to product modular approach and architecture iDeal can be rapidly deployed.

PERFORMANCE AND SCALABLE

iDeal architecture and technology enables its implementation from small to very large clients. It includes state-of-the-art technology developed for maximum performance without affecting other systems performances. The system is horizontally scalable, being prepared for a high partner base and customer adoption growth rate.

Offices

'Pleasure in the job puts perfection in the work' Aristotle

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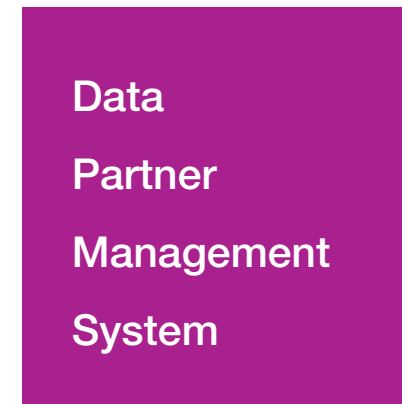
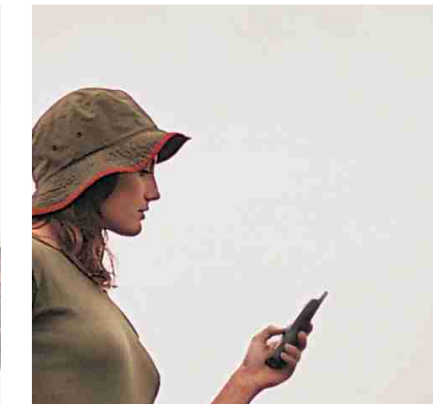
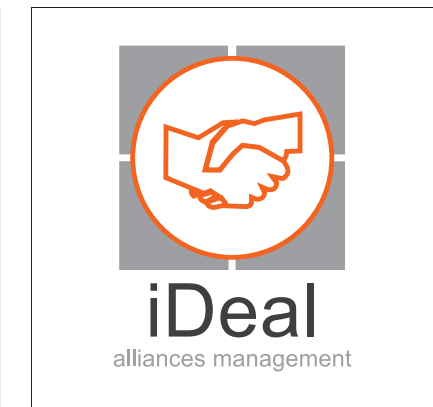
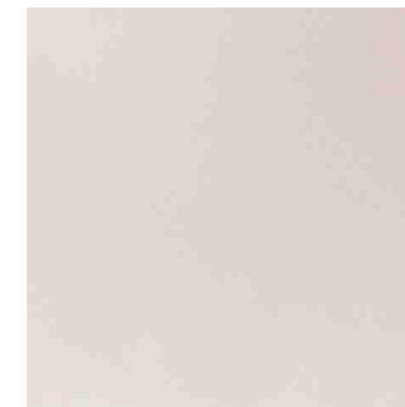
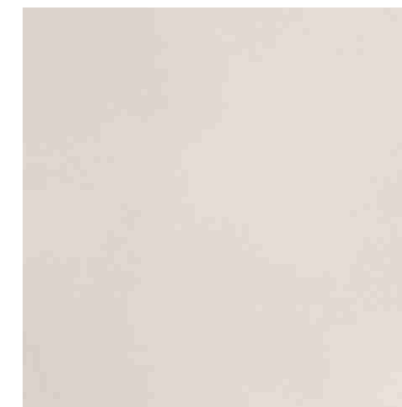
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Leading Software Solutions for Telecommunications

Managing content provider Alliances

Media content and data services are considered to be the operator main source of growth over the next years - even today, media content download is already driving revenue in innovative operators.

These services are delivered by establishing an extended partner base to provide content like ring tones, movies, wallpapers, games, etc. Due to the fact that this revenue area has grown so fast the last couple of years, the manual process initially established to handle partnerships carry a significant load on operators human resources, both in technical and marketing departments.

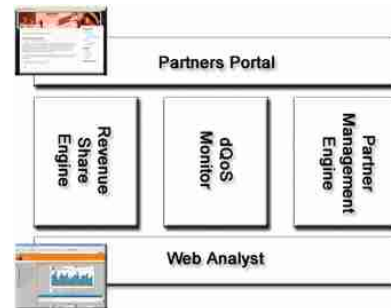
Partnership agreements are often based on revenue share and these revenue models are most times too complex for manual batch calculation and processing. QoS also needs to be measured and controlled to ensure the proper user adoption with the standards we all expect. Another key issue sometimes forgotten is that these services are time critical as all transactions are performed in real time and processes must be in place to guarantee appropriate response times.

To enlist the best partners, the ones that provide the best of breed data service to customers, operators need to develop strategies to interface transparently and handle the relationship as meticulously as with customers.

iDeal – Data Partner Management System

iDeal is a complete, easy-to-use and flexible solution to effectively automate, manage and handle end-to-end Partner processes, calculating revenue shares, monitoring QoS and handling where partner's contracts are registered.

iDeal provides a **Revenue Share Engine**, to aggregate sharable events, split their revenue, issue payment orders and provide reports to Partners, a data **Quality of Service Monitor** to monitor quality of service, analyse preset service KPI and generate alarms whenever flaws are detected, and a **Partner Management Engine** to handle manual and automated business processes from partners. These tools are accessed through a **Partner's Portal**, where partner's contracts are registered and operator documentation can be found.



Data sources

iDeal collects customer and service data from a variety of OSS and BSS making it possible to process large volumes of data in almost any format, including Fixed, Mobile, IP and 3G networks. Using the Integration Agents component it is capable of reading, processing, enriching and loading the data required to perform revenue share calculation and dQoS validations.

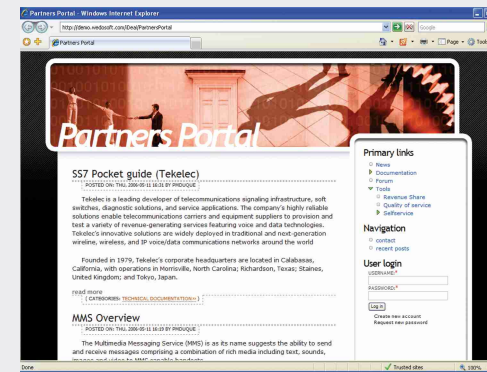
Solution Modules

- The **Revenue Share Engine Module** calculates the split of revenue between the operator and its partners. It will gather sharable events from the operators operating platforms, like the SMSC, MMSC, WAPGW, Radius Server, GGSN, ERP, Billing system and generate packets by users. As soon as the user pay he's pending bills, these packets are freed in order to generate revenue to partners. Payment orders are created in the ERP and Reports updated.
- The data **Quality of Service Monitor Module** monitors the data revenue chain. The measurement points sit on the SMSC, MMSC, WAPGW, web servers in order to collect Quality of Service information. It collects aggregated data from these measurement points along the revenue chain, reconciles it using historical, cross-system and threshold validation rules and produces alarms and reports on the inconsistencies found. This data can be used to feed revenue share models rewarding the best partners.
- The **Partner Management Engine** works as a Partner Selfcare. In this system, the partner can trigger standard business processes that will initiate activation sequences inside the operator, aiming to configure the network to accommodate new partner needs, or can initiate request to recheck a bill. Processes can include automated tasks that are performed automatically or manual tasks that will need operator assistance. Both tasks can be merged into a unique process that mirrors a standard operator business process.

User Interfaces

Partners Portal

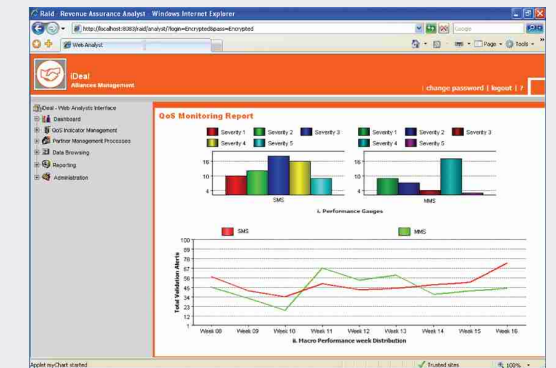
The Partners Portal is the front end towards the partner community. By logging into the site, an operator partner can keep up with recent industry and operator news, get technical and marketing information and participate in the partner forum. The partner will use the site to register its contract with the operator regarding revenue share models and service level agreements. They will use the site to gain access to revenue share and QoS reports and to access Partner Activator Selfcare.



Reporting and Data Browsing

Moving beyond standard reporting capabilities, iDeal enables the users to browse and analyse loaded and aggregated QoS data, Partner Revenue Share reports or any other predefined analysis navigation structure.

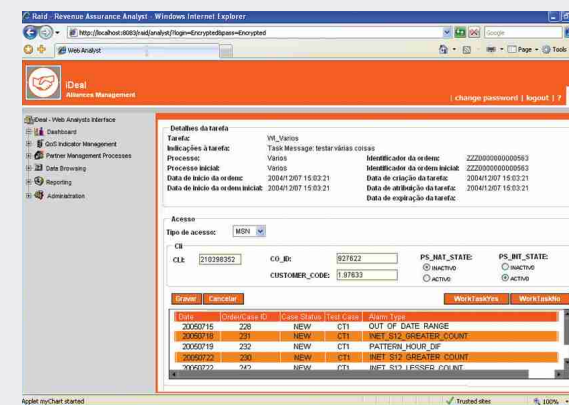
All reports can be automatically distributed to key individuals or groups within the organization or even partners via the Partners Portal.



Work List Management

Action items can be visualized and delt with in a worklist. Work lists are issued by the Partner Management Engine and enable the monitoring of each operation flow across the organization.

All the individual tasks will follow their specific workflows and can be automatically assigned to an organization, group or individual.



Process Definition

The process definition area supports the Partner Management Engine with a drag & drop user interface. The configuration interface allows the system administrator to setup data sources, design integration and validation rules along with the specific user interaction flows.

