FusionR BSS

Business support system for infocommunication service providers

Enterprise Resource Planning | Customer relationship management | Customer service | Billing | Revenue assurance

The FusionR BSS system provides a comprehensive solution for telecommunication and infocommunication service providers.

FusionR BSS's functions extend to enterprise resource planning, customer relationship management, service- and product management, mass billing, and revenue assurance. Its scalability and web based technology enables it to support geographically extended companies, servicing hundreds of thousands of customers.

FusionR BSS establishes the foundations of customer-centered, auditable and efficient operation.

R&R Software offers nearly 30 years of business and IT experience within the FusionR BSS system.

R&R Software

Management of heterogeneous service portfolios

Telecommunication and IT is getting harder to separate every day – this trend demands that service providers shape their portfolios to become heterogeneous.

This means that their „infocommunication" products and services will contain traditional telco, content, transaction, and IT services, possibly provided to subscribers through next generation networks.

FusionR BSS is able to manage and bill these diverse services in a consolidated, unified way.

Extensive functionality

Enterprise resource planning, business support, customer relations management, and business intelligence functions are all integrated in FusionR BSS - covering customer relationship and billing procedures, finance, accounting, inventory and asset management, planning, controlling, revenue assurance and management information functions.

FusionR BSS is able to handle both B2C and B2B service contracts, and also settles contracts of interconnecting services.

Quick time to market

FusionR BSS flexibly supports the development of new products and services, and helps taking them quickly to the market with competitive pricing and discounts.

It is able to manage convergent contracts and billing, like "triple play" and "quadruple play" services.

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Unified subscriber registry

The subscriber registry of FusionR BSS has a unique, unified view – subscriber, contract, service orders – for both B2B and B2C customers.

Thanks to this unified registry, data management, transaction processing and billing tasks can also be unified and controlled, providing high service quality.

The system also provides efficient financial compensation between business customers and service provider subcontractors.

Small-scale and large-scale billing

FusionR BSS's pricing and billing functions are founded on the same technological basis, and provide automated, closed invoicing for all cost types (non-recurring, recurring, traffic based, or occasional), and for all types of partners: B2B or B2C customers, wholesale, or other business partners. Bills can be issued on paper, or electronically.

Interconnect clearing doesn't only include billing: reports for controlling the partner's invoice are also available in FusionR BSS.

Automated service provisioning

FusionR provides modern, standardized interface technologies to enable connections to OSS systems, enabling subscribers to get their newly ordered services quickly.

The management of subscriber requirements – like new services, or changes – is supported by the workflow functions of FusionR BSS.

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Continuous expandability

Thanks to the functional separation of FusionR BSS's modules, and R&R Software's industry experience, the system can be implemented even in a few months' time. Quick projects can provide the functionality necessary for entering the market and starting the services.

FusionR BSS can be expanded with both capacity and functionality later on.

Subscriber number portability, number management

FusionR BSS has an integrated subscriber number management module – tightly integrated with customer service, transaction processing and billing functions – to support consistent data management, and quality controlled operation.

The component also supports the creation of authority reports, and the operation of the network.

Electronic billing

Electronic billing can help saving printing and mailing costs, and also enhance cash flow, as the bills arrive at the subscribers earlier.

FusionR BSS can create and send electronic invoices directly, or by the use of a third party electronic invoice service provider.
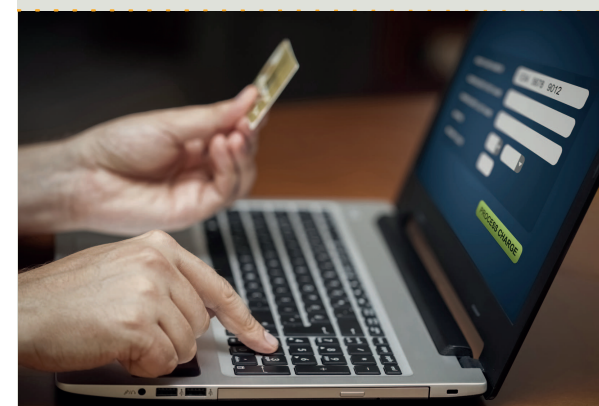
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5 Flexible and customized solution

Customized procedures and functions

R&R Software's experts set up the FusionR BSS system according to the infocommunication service provider's exact requirements.

Thanks to its scalability, FusionR can be installed as a "single server" configuration, or as a physically and logically shared, high performance cluster environment, servicing hundreds of thousands of customers, and processing their billions of transactions.

Built-in best practice

FusionR BSS is the result of R&R Software's 25 year experience in developing, implementing and supporting ERP, BSS and CRM systems.

The continuous upgrades containing industry best practices are delivered by R&R Software's well-organized and experienced team of consultants and software engineers.

Worthy investment

FusionR BSS and R&R Software's maintenance services always fulfill the requirements of the constantly developing regulatory, technological and business environment.

R&R Software offers support, maintenance and development services especially for the service provider's customized FusionR BSS system: so new versions won't have to be re-implemented.

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Mobility and field work

FusionR BSS can be accessed from any device with a web browser – even a smartphone or a tablet – and an internet access. Broadband connection is not a requirement. This can be useful during home office sessions, or field work.

FusionR SFA is an operative CRM and FFA system – optional to the FusionR BSS – which provides customer relationship management and network installation/maintenance support functionality even in locations not covered by mobile internet networks.

FusionR BSS Cloud

FusionR BSS's state of the art web technology and R&R Software's Cloud service enable service providers to employ the system as a service.

FusionR BSS Cloud's advantages are lower initial costs, and predictable maintenance costs.

Ergonomic interface

FusionR BSS provides easy to use interfaces: since all system components are integrated, the screens are also unified, and optimized for use cases.

FusionR BSS provides user role based, parameterised interfaces and procedures - so unnecessary data, or unauthorized functions never obstruct the user experience and efficient work.

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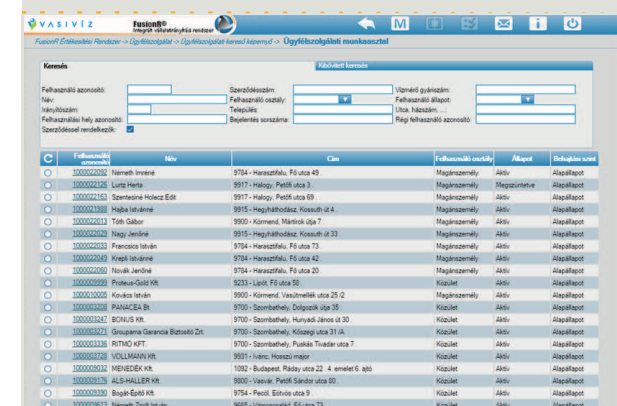
Security

FusionR BSS protects stored data from unauthorized use. The system's integrity is provided by built in pro-active, active and passive defense mechanisms, and a sophisticated user right management subsystem. FusionR BSS can be integrated with enterprise level IT security devices and systems.

R&R Software ensures the closed and dependable operation of FusionR with recurring security audits by a third party company, carried out for the integrated security mechanisms, application components, and the complete software release process.

Quality controlled implementation

R&R Software uses implementation methodologies based on PMI (Project Management Institute) guidelines, and quality controlled by an ISO system.

R&R Software offers implementation projects with the trio of keeping quality, costs and deadlines in check, utilizing the best components of "waterfall" and "agile" methodologies.

Logged operation

FusionR BSS stores all data and their modifications chronologically to protect its integrity, and to track back misuse.

FusionR BSS logs all human and machine interactions by observing the laws applying to personal data protection.

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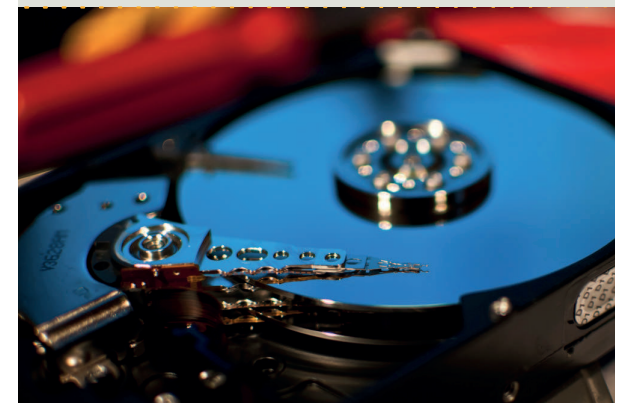
Quality control

FusionR BSS enables simple customer service procedures for the subscribers, while ensuring SLA-based quality management with integrated workflow and service quality controls.

FusionR's billing module can be adapted to all regulatory and information security requirements – ensuring the operation that supports flawlessly calculating of service fees and costs.

Servicing unique customers

FusionR BSS supports regulatory compliant telco service, even with numerous customers - but it also supports handling exceptions.

FusionR BSS enables the management of large customer numbers, segmented by various criteria, for example: premium customer, customer using unique services, customers in unique environments, customer receiving social assistance, etc.
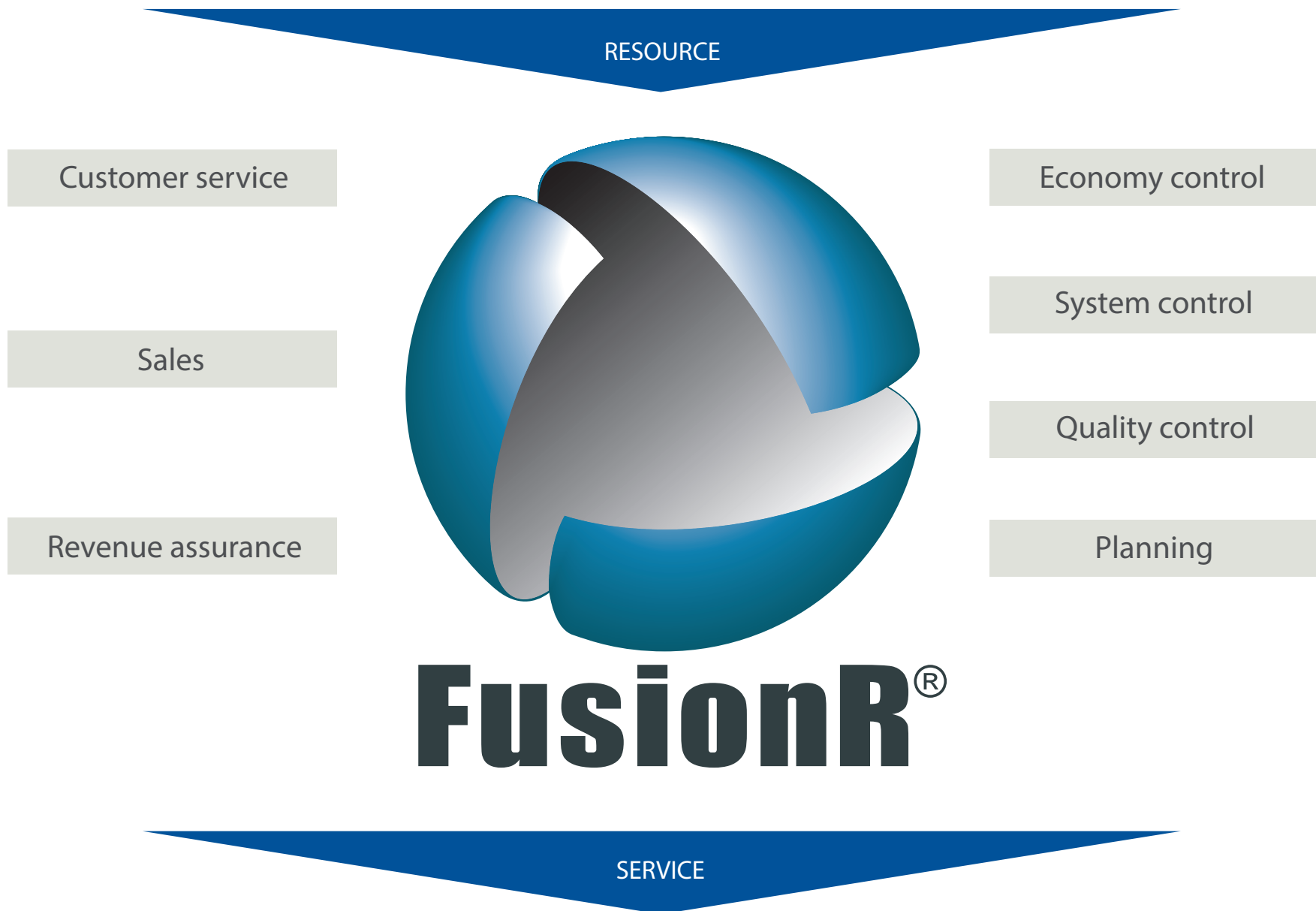
Leads and schedules operation

With the help of FusionR BSS's integrated workflow controller, daily work processes can be controlled, supported, and monitored.

FusionR BSS establishes the foundations of managing planned and unplanned events, while observing the infocommunication service providers' internal regulations, and legal compliance.

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RESOURCE

Customer service

Sales

Revenue assurance

Economy control

System control

Quality control

Planning

FusionR®

SERVICE

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Customer service

- Subscriber and partner registry
- Registry of contracts, service orders, and technical service structure (for example: phone numbers, endpoints)
- Customer service procedures, claims, task baskets
- Product registry
- Price and discount registry
- Service establishment, network operation interface
- Traffic and usage data collection, processing
- Traffic and usage registry
- Subscriber invoicing
- Subscriber account management
- Bill printing
- Cash register
- Electronic invoicing
- Document management
- Reports: pre-defined quieries
- Electronic document management interface
- Data warehouse interface
- Customer portal interface
- Data exchange interface

Sales

- Subscriber and partner registry
- Registry of interconnecting service providers
- Registry of contracts, service orders, and technical service structure (for example: phone numbers, endpoints)
- Customer service procedures, claims, task baskets
- Product registry
- Price and discount registry
- Traffic and usage data collection, processing
- Traffic and usage registry
- Subscriber mass billing, process control and monitoring
- B2B and B2C invoicing
- Interconnecting service provider settlement, verification of incoming invoices
- Local mass bill printing
- Bill printing
- Printing and posting service provider interfaces
- Electronic invoicing
- Subscriber and customer account management, billing
- Planning, calculation, controlling
- Sales
- Inventory management
- Document management
- Reports: pre-defined queries
- Electronic document management interface
- Data warehouse interface
- Customer portal interface
- Data exchange interface

Revenue assurance

- Subscriber (customer) and partner registry
- Registry of contracts, service orders, and technical service structure (for example: phone numbers, endpoints)
- Customer service procedures, claims, task baskets
- Subscriber account management, billing
- Revenue assurance: claims management, workout
- Bank account management
- Cash register
- Planning, calculation, controlling
- Document management
- Reports: pre-defined queries
- Subscriber mass billing, process control and monitoring
- B2B and B2C billing
- Collection and payment management
- Bank registry, electronic banking interface
- Printing and posting service provider interfaces
- Payment and interest notice printing
- Electronic document management interface
- Data warehouse interface
- Customer portal interface
- Data exchange interface

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Economy control

- Business master data, financial master data
- Customer/subscriber account management, billing
- Revenue assurance: claims management, workout
- Supplier account management
- Bank account management
- Cash register
- General ledger
- Planning, calculation, controlling
- Budgeting
- Budget management
- Investment management
- Sales
- Procurement
- Inventory management
- Asset management
- Vehicle registry and settlement
- Organizational resources
- Document management
- Reports: pre-defined queries
- General ledger posting
- ERP interface
- Electronic document management interface
- Data warehouse interface
- Data exchange interface

System control

- Subscriber (customer) and partner registry
- Registry of contracts, service orders, and technical service structure (for example: phone numbers, endpoints)
- Customer service procedures, claims, task baskets
- Service establisment control, OSS interface
- Traffic and usage registry
- Document management
- Planning, calculation, controlling
- Investment management
- Inventory management
- Asset management
- Vehicle registry and settlement

Quality control

- Service establishment control, OSS interface
- Document management
- Invoice quality control
- SLA based control of customer service procedures

Planning

- Planning, calculation, controlling
- Reports: pre-defined queries

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BISZ Zrt.	GIRO Zrt.	Invitel Távközlési Zrt.

NISZ Zrt.	Türk Telekom

R&R Software

R&R Software develops and delivers integrated business applications that manage, support and control enterprise processes. The one hundred percent domestically owned R&R Software, founded in 1991, has been profitable from the beginning: it has a revenue of more than 3 billion HUF a year and an expert base of more than 200 people. Independent market researchers rank it among the largest domestic business application developers. As the leader and partner of purpose-built Hungarian IT Consortiums, R&R Software involves, manages and motivates hundreds of Hungarian experts who are the best in their respective competency fields, with the goal of identifying and supplying high-impact export projects to developing countries, and ensuring their sustainability by delivering knowledge along with the technological developments.

R&R Software Co. Ltd.
H-1038 Budapest
Ráby Mátyás street 7.
Tel: +36 1 436 7850
bi@rrsoftware.hu
www.facebook.com/rrsoftware
www.rrsoftware.eu

Rozenberszki Zsolt
Sales Director

R&R Software