



*mobile pioneering  
sicap – simply your solution*

## Real-time Charging

With growing demand for value-added services such as wireless Internet, VoIP and on-demand connectivity, Sicap's real-time charging solution gives you the flexibility to consolidate and manage all of your services, for all of your end-users in real-time. This not only increases ARPU, but also allows you to personalise your services, while reducing time-to-market and costs for all new services.

Sicap's real-time charging offers you:

- Greater customer satisfaction and retention
- Complete and consistent view of the end-user
- Unified approach to billing, balance management, services and tariffs
- Reduced time-to-market for new services and pricing models
- Seamless integration with existing network and back-office infrastructure



# Real-time Charging

## Greater customer satisfaction and retention

Our charging solution delivers a superior end-user experience by offering real-time, end-to-end control, charging and delivery of innovative recurrent and non-recurrent services, including voice calls, SMS, MMS and GPRS.

With Sicap's technology, you are able to offer complete transparency and personalised service. Full communication with your service users is guaranteed through on-line and off-line modes, allowing you to gain your customers' complete trust through transparent payment management.

## Complete and consistent view of the end-user

You can consolidate and manage each of your end-users as a single entity, irrespective of the number of recurrent or non-recurrent services, loyalty programmes and tariff plans they are subscribed to.

This enables you to personalise your customer relationship management activities based on end-user usage, which ultimately leads to higher customer satisfaction and retention.

## Unified approach for billing, balance management, services and tariffs

Sicap's charging solution provides real-time monitoring, control and charging software to communication providers around the world, guaranteeing outstanding performance and zero fraud exposure. Our tailored charging solutions enable you to effortlessly upgrade to truly convergent billing and an advanced service creation environment. At the same time, this allows you to quickly introduce numerous customer service and retention initiatives to boost revenue and generate end-user loyalty.

Our stand-alone, modular technology empowers you to deliver innovative, competitive and economically accessible services. This is achieved through the introduction of segmented value added services and revenue-assured charging models to your prepay, postpay, voucher and on-demand customers.

We deliver total flexibility with metering based on flat-subscription, event, session, application, destination, location, throughput, usage thresholds, pre-priced content and QoS levels.

## Reduced time-to-market for new services and pricing models

Your marketing and technical teams can quickly introduce and manage innovative services and pricing models, thanks to the unified product catalogue and simple spreadsheet interface of our real-time charging solution. Our technology allows you to manage innovation, quick time-to-market and cost control internally, without having to rely on vendors.

## Seamless integration with existing network and back-office infrastructure

Sicap's real-time charging solution seamlessly integrates with your existing network and back-office infrastructure. The technology supports multiple networks, including WiMAX, IMS, IP, CDMA, GSM and 3G, as well as cable service providers. All charging solutions are designed with full redundancy, vertical and horizontal scalability, and network-grade performance for in-network resilience and availability. We can scale from several hundred to several million end-users to address the large Tier 1 operators, as well as the smaller operators or the MVNx operators.

## How it Works

A Real-Time Charging System based on best-of-breed components

