Infozech Software

Infozech Software Inc. is a next generation telecommunications solution provider for Customer Care and Billing (eBiLL) and Inter-Carrier Access Settlement (ICAS). eBiLL is Web-enabled and provides Internet access for customer self-care and customer service representatives, including significant new functionality for multi-services—voice, data and content—based convergent billing. ICAS enables long distance carriers and resellers to rationalize termination settlement costs with accuracy.

eBiLL and ICAS software applications are targeted at Internet telephony, local, long distance, and Internet service providers to make dramatic improvements in their business processes and new product offerings. Infozech is an ISO 9001 certified privately held company with its US headquarters in Virginia, USA and development and operations center in New Delhi, India. For further information on Infozech and its products, please visit www.infozech.com.

ICAS – Inter Carrier Access Settlement

The ICAS product provides international carriers and service providers the ability to manage their charging, billing and reconciliation needs that are necessary for revenue assurance.

With ICAS carriers can work with multiple interconnect partners simultaneously and address overcharging issues. ICAS supports multiple services that are necessary in today's convergent telecommunications, traditional switch based voice telephony, IP telephony, and Internet service provider environments. The product is highly scalable and reliable.

The ICAS applications are client server-based, where the data or information is contained in a centralized database on a server and the user interfaces reside in the workstation. The application can be used in a single computer or in a local area network (LAN) environment.

ICAS Benefits

- Revenue assurance by interconnect billing and managing wholesale telecommunications business
- Cost control by providing ability to reconcile and audit the charges invoiced by interconnecting partners
- Model the effects of introducing new rates
- Improve cash flow by providing fast, accurate invoicing of interconnect operators
- Reduce costs by automating the complexities of billing and settlement with partners
- Reduce errors and improve error reconciliation

ICAS Features and Functionality

Call Matching, Reconciliation, and Settlements

- Reconcile bills of interconnecting partners by matching event data records
- Define difference in time zones and tolerance levels for time difference for matching events
- Generate and send summary and details statements to interconnecting partners
- Settle accounts of interconnecting partners through receipts, payments and settlement adjustments for disputed items

Partner Account Management and Billing

- Create and manage multiple interconnect partner accounts and contacts
- Define multiple billing cycles
- Capture costs for traffic carried through interconnecting partners
- Rate on time of day, day of week, holidays and exception cases basis
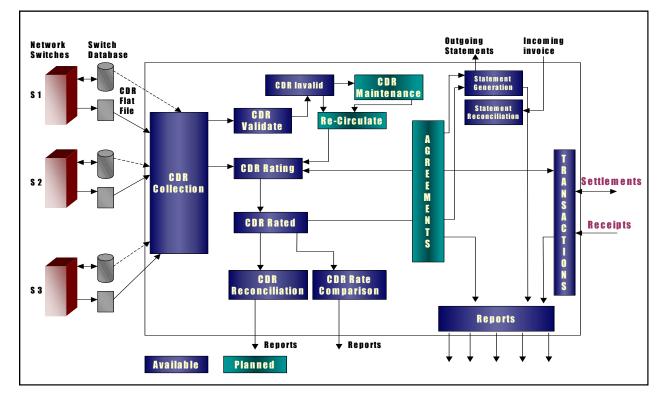- Define usage, fixed and recurring charges

Rate Plans Analysis, Reports & Audits

- Ability to model new rate plans and analyze the impact on costs and revenues
- Carry out mass-updates to rates
- User definable and pre-packaged traffic and management reports
- User definable roles for accessing the system and ability to restrict the level of functionality
- Audit history of user and data activities

Gateway Type and Structure Definition

- Manage gateways and services
- Define origination and termination gateways
- Define type of call detail records (CDRs) imported
- Import wizards to map various types of event data feeds
- Manage multiple simultaneous event data feed from different gateways