news

editor's note

Dear Friends

The January 2006 Infozech Bulletin is a special edition, meant to give you an insight into the year gone by and what lies ahead for the company. 2005 was significant for the company, as it spread the wing span of its products and services and enhanced its reach across new geographies.

The Looking Back, Looking Ahead sections in the Bulletin capture some of the action witnessed by the company in 2005. They also provide a peek into what customers can expect over the next 12 months. Infozech has put a number of initiatives into place during 2005, which will achieve fruition in the year ahead. We hope this special Bulletin will give you a flavor of Infozech's successes in the recent past and its plans for the future.

Do let us know how the Bulletin can be made even more interesting and of use to you.

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Infozech deploys iCAS for Real Time Prepaid

Infozech is deploying its inter-carrier settlement solution, iCAS for Mirage Telecom, a facilities-based, marketing and sales-oriented telecommunications company, providing customers with an expanding suite of innovative retail domestic and international voice and data products and services using Voice over Internet Protocol (VoIP). The company is also offering wholesale (carrier-to-carrier) solutions.

Mirage helps small-to-medium sized business and residential customers gain more control over the cost of their domestic and international long-distance calls. The company delivers long distance calling services at substantially reduced rates over its own network, built on open standards-based Internet Protocol (IP) gateway technology.

Infozech is integrating its iCAS with Mirage's cutting-edge data (IP) and Cisco-based-VoIP technologies. With this expertise, Infozech is helping Mirage deploy a robust, scalable Tier-1 grade international telecommunications network capable of supporting virtually every telephony protocol and existing or emerging IP global standards, all at a fraction of the cost of a traditional network.

Infozech Showcases Solutions at Telecomm India 2005 in Partnership with IBM

Infozech Software recently participated in Telecomm India 2005, a leading exhibition-cum-conference focused on the telecom sector in the country. The company, which has recently become a part of the IBM Partnership program, joined the global IT giant in showcasing its products at the show. Infozech has already ported i-Rater to the IBM platform and is in the process of porting its popular solutions eBill and i-Mediator, among others.

Telecom India 2005 was a focused infrastructure sector event, promoted by the India–Tech Foundation, the apex industry association building up techno economic co-operation. The India–Tech foundation concentrates on verticals such as power, infrastructure construction and telecom and IT.

Participation in Telecomm 2005 meant that Infozech had a platform where it could showcase its latest technologies. The exhibition, branded as "The Essential Tradeshow for the Essentials" in the Indian infrastructure sector, spotlighted global trends and presented a ringside view of key infrastructure developments.

At the event, the Infozech team had the opportunity to interface with industry experts, key decision makers from public and private companies and captains of the sector, government officials and technocrats, who participated as members of a high power National Steering Committee consisting of the Who's Who of the Indian telecom sector.

In Telecomm India 2005, Infozech also had chance to meet up with trade professionals and experts from Indian and global companies, on the lookout for outsourcing services providers within the telecom space. The India–Tech Foundation, which works closely with industry association and various government depart-ments and ministries of various countries, received "Buying Delegations" from friendly neighboring nations of West and South East Asia and North Africa alongside trade representatives from China, Denmark, France Germany, Italy, Japan, Nether-lands, Russia, Singapore, Switzerland, UAE, UK and the USA. The Infozech think tank participated in the India–Tech Foundation's high-powered Buyer-Seller Meets, the CXO Forums and other networking events that were planned concurrently with the trade

infozech
Convergent Billing & Settlement Solutions

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Looking Back…

2005 proved to be an action-packed year for Infozech Software. The company not only expanded its reach in overseas geographies, foraying fresh markets, adding new customers and strengthening previous engagements, it also managed to position itself strongly within the Transaction Processing realm. Infozech's solutions continued to help incumbent and emerging telcos improve their response times to customer needs, reduce cost of ownership, cut costs and improve their efficiency, productivity and bottomlines.

We bring you a birds-eye-view of the developments, including strategic endeavors, product announcements and customer wins that catalyzed the growth of Infozech during 2005. Here's a quick, backward glance at the year that was!

- Infozech's **i-Rater** achieved **breakthrough performance** on the **cutting-edge Sun Solaris10/Sun Studio 9 platform**, making it one of the **world's fastest rating engines**. The rating solution for telcos performed 50 times better than competing products and exponentially reduced TCO for customers. Infozech, which shares a Technology Partnership with ICT major Sun, participated in the benchmark to demonstrate the scalability, high performance and economies of scale offered by i-Rater. The exercise also showcased i-Rater's ability to handle over 250 million transactions per hour on a medium range Sun Fire Server. While most service providers produce less than one billion ratable events per day, i-Rater rated this in a four-hour period, on an 8-processor machine!

Customer Acquisitions

- **Voiceglo**, a reputed global VoIP solutions provider, **chose Infozech's eBill Solution** for its Next Generation Billing Services. Voiceglo is using eBill for provisioning, customer management, recurring billing, auto payments and credit monitoring. The billing solution has been deployed for Voiceglo's GloPhone product, a Web and PC based phone service.

- Infozech Software announced its **entry into Mexico**, with a contract from **MCM Telecom**, a reputed broadband services company. **eBill has been deployed for MCM**, for its customer billing services. Infozech is also involved in a multi-year support engagement with the Mexican firm. Infozech will be undertaking billing and customer management for MCM's broadband pre-paid and post-paid Voice-over-IP services, using eBill. eBill also offers MCM customers a Web interface for access over the Internet, enabling them to make online payments and avail other self-service benefits.

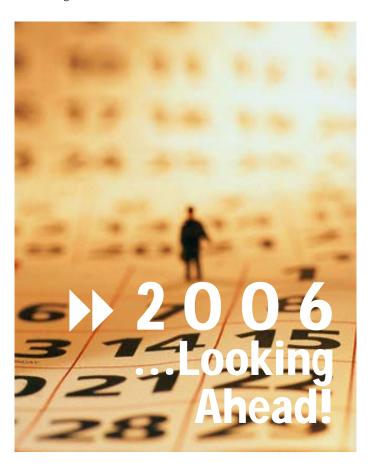- Infozech **inked a new arrangement** with **Building Technologies**

(BTI), a well-known provider of managed broadband and voice services to business and residential customers in Canada. Infozech has **deployed eBill** on a hosted environment and is managing BTI's billing process on an outsourced basis.

- **Infozech in partnership with Atreus** offered a combined post-billing and provisioning solution to **Voilà IP Communications**, a VoIP-based provider of secure voice and data communication services to SMEs. Infozech's billing software, which was tightly integrated with Atreus' provisioning system enabled Voila IP to launch new and innovative services quickly.

- **Send Word Now,** a well known US-based messaging service, opted for Infozech's solution to take care of its customer billing requirements. Infozech **integrated its eBill, i-Rater and i-Mediator products** with Send Word Now's proprietary gateway.

- **Infozech** deployed its inter-carrier settlement solution, iCAS for **Mirage Telecom**, a facilities-based, marketing and sales-oriented telecommunications company, providing customers with an expanding suite of innovative retail domestic and international voice and data products and services using Voice over Internet Protocol (VoIP). The company is also offering wholesale (carrier-to-carrier) solutions.

- During the year, **Infozech** entered into a partnership with **Tulip**, a European startup to launch a revolutionary, out-of-the-box solution for the global telecom market. The startup MVNO that began its operations with the Nordics, picked Infozech for its flexibility in structuring the relationship and the company's competitive costs, technology, and support edge. Using Infozech's solution, Tulip was able to launch convergent billing—that is one bill, one top up, one user ID, etc. for its customers.

- **Infozech's billing solution helped power the satellite broadband subscriber billing application** of the Bharat Sanchar Nigam Ltd., (BSNL) the world's 7th largest and India's largest telecom service provider. Infozech was drawn into the project since the VSAT providers lacked the expertise in the Billing arena. The company therefore outsourced the billing component to Infozech, India.

Partnerships and Tie-ups

- Infozech **joined the TM Forum**, a non-profit global organization, whose membership comprises incumbent, and new-entrant telecom service providers, computing and network equipment suppliers, software solution suppliers and customers of communications services.

- Infozech became **a partner of IBM**, a step in a gradually evolving relationship. As part of this partnership program, Infozech is porting its key products on popular IBM platforms. The company's rating engine, i-Rater has already been ported to IBM's DB2 and has been benchmarked on the IT giant's Open-Source servers.

◀◀ **Infozech has recently signed up with two reputed Indian Systems Integrators, Mahindra British Telecom and ORG Telecom**, to address a brand new canvas of customers. Mahindra BT, a leading global IT solutions provider is offering a gamut of application outsourcing and off-shoring business critical solutions to clients in the telecom space. ORG Telecom, meanwhile, is a systems integrator providing telecom integration services to telecom vendors/operators in the network rollout phase. The company is providing a complete umbrella of integrated solutions in the areas of value-added services, billing and OSS, transmission and access and network infrastructure services. Infozech will be porting and integrating its entire portfolio of solutions on to the technology platforms being supported by MBT and ORG Telecom. The relationships will also help Infozech strengthen its presence among Tier I telecom customers.

▶▶ **2 0 0 6 …Looking Ahead!**

A rapid take on what lies ahead for Infozech Software—the new product avenues it is planning to take, the new markets it is intending to tap and the all-new technologies it will be backing!

▶▶ Infozech is testing **a breakthrough new technology**, which is expected to **provide immense scale to Voice-over-Broadband services providers.** The yet-to-be named application and state-of-the-art charging framework will allow carriers to build applications on an IP backbone and charge for them. The new application promises telcos revenue assurance and the capability to rapidly create new services and deploy them. It also provides one of the lowest costs of migration for existing TDM/LEC operators to move to IP-based networks. As far as existing mobile/MVNO providers are concerned, they can now launch

"2006 promises to be a great year for Infozech. The company will be positioning itself strongly in the transaction processing services marketplace and expanding its suite of offerings for global customers. Infozech's client and partner portfolio will also witness significant additions. The company will be consolidating on its wins of 2005, which include customer engagements across North America, Europe and Asia Pacific. Infozech has also been strengthening its presence in new and emerging markets where is now has myriad customers."
—Ankur Lal, CEO, Infozech

applications seamlessly. Some of the key features that will be supported by the application include the following:
IP-to-IP prepaid; SIP and H323 compatibility; Prepaid with leading SBCs (Session Border Controllers); IV-over-IP; Wholesale retail accounting; Enhanced product catalog for voice/video content, leading to CE phone plans and Multi-lingual site support, among others.

▶▶ **Infozech partnering with Sun on the OSS/J initiative**. IT leader Sun, which has been driving the OSS/J initiative across the globe and in India, will now be working with Infozech to develop systems in the new environment. Recognizing the fact that existing operating systems cannot meet the demands of telecom service providers, global bodies, such as the Telemanagement Forum (TM Forum) and IT leaders such as Sun have been actively addressing the issue and have unleashed several initiatives in this sphere. TM Forum, a group of major industry players including service providers, network equipment suppliers, software solution suppliers and customers of communications services has unveiled a framework for creating a New Generation Operations Support System (NGOSS). The initiative will deliver a set of guidelines and specifications for the telecom industry to build software in a more structured way. The NGOSS is also expected to provide a blue print for scalable and flexible infrastructure required by service providers for deploying new services rapidly.

In line with this development, several telecom operators and Service Providers are moving to the NGOSS and the OSS through Java (OSS/J) for implementing it. It is an acknowledged fact today that OSS/J greatly reduces TCO and decreases TTM significantly.

▶▶ **Infozech will be providing a top-up solution**, for cell phone service subscribers. The back-end solution from the company enables over-the-air (OTA) pin-less top-up/recharge, providing an end-to-end solution which becomes operational at the point of sale (POS), from the time a subscriber goes to the franchisee of the mobile operator for a recharge and his request gets logged into the network of the service provider.

The Infozech Top-up solution would additionally help the mobile operator undertake multi-level dealer management, generate management reports and set up roles and access rights for users. At the end of the day, Infozech's solution would manage the complete life cycle of prepaid channel Top-up distribution.

A look at how Infozech's billing solution is powering BSNL's satellite broadband subscriber billing application

The Customer

Bharat Sanchar Nigam Ltd., (BSNL) the world's 7th largest and India's largest telecom service provider, is a fully-owned Public Sector Undertaking of the Government of India. It has a network of over 45 million PSTN lines covering 5000 towns. Apart from this, BSNL's GSM network covers more than 3900 cities/towns across the country. BSNL has the largest footprint for GSM in the country. BSNL's GSM network coverage is in almost all district headquarters, important tourist centers and National / state highways of the country.

BSNL is offering its subscribers a gamut of services including Basic telephony, cellular services, Data, National long distance, Internet, etc. BSNL, Bangalore is looking at providing various value-added services to customers, such as high-speed Data, Voice and Video transmission on Broadband as an alternate to the Dial-up mode.

The Solution

Infozech has earlier provided its billing system—eBill ver 5.5 Rel 2.00, to BSNL for the billing requirements of the Intelligent Network (IN) services. Now, under this new project, Infozech has been providing the base billing system eBill with customization along side integrated in-house products like i-Mediator, i-Rater and Billing and Charging modules.

The Implementation

As part of the project, the eBill system is being implemented for BSNL for its Satellite Broadband subscriber billing. Infozech has delivered the following functionality in the first phase of the project:

- Subscriber Creation and Management including customer hierarchy
- Rates and Charge Plan Management
- Multiple Types of Discounts
- Online bills in HTML format
- SLA Management
- Web Self care for customer and CSR including querying features as per BSNL customization
- Web security and privileges management
- Report formats as shared by BSNL
- Global invoice messages

(Continued from page 1)
show and Summit.

The **Telecomm India** conference itself was an action-packed affair and featured a galaxy of speakers from the Government and customer community, who were seeking innovative solutions for their organizations. Delegates at the conference also included high-end early adopters, manufacturers, applications developers, integrators, re-sellers and partners.

Participants at the Conference brainstormed on growth strategies for the Indian Telecom and IT sectors. Global strategy consultants, technology consultants, international CIOs and CEOs of large MNCs presented their ideas on a gamut of issues.

ERRATA: This is to inform you that Sheba Phone was mentioned as Sheba Telecom in the Interview section in December 2005 news bulletin. We regret the same.