

Generate revenue and customer loyalty with a new array of prepaid and limited-credit services

I-Master enables service providers to create new, long-term revenue streams by deploying a wide spectrum of new products. I-Master drives revenue assurance opportunities for carriers and service providers and provides the platform to leverage prepaid, limited-credit, and other specialized billing models. I-Master increases profit streams while strengthening customer loyalty through value-add services and features.

A self-contained gateway to new service offerings and revenue streams

I-Master offers an interactive, real-time solution for delivering today's most popular prepaid and postpaid limited credit services and managing the complex rating schemes required to support them. It combines the separate functions of order processing, service configuration, activation, authentication, provisioning, and customer support into a single system, enabling service providers to package and deliver virtually any combination of services via voice and IP. As a result, service providers can obtain the full revenue-generating potential of network convergence technology.

Advanced authentication and rating for multiple billing models and rate plans

I-Master's rating engine enables carriers to create new, multi-faceted products that offer customers access to many services, each of which can have a unique rating structure.

I-Master is flexible enough to support a wide variety of incentive, promotional, and limited-credit rate structures. And its intuitive user interface is designed for easy management of rate and billing structures for multiple products. I-Master supports all currencies, and each authentication, rating, and accounting process is performed in real-time. I-Master also offers full support for GMT time zones and rating assignments per domain/softswitch/ gateway, enabling multi-region, global deployment of IP services.

A revenue-generating end-user portal SDK

While I-Master offers the opportunity to increase revenue by attracting new customers and offering new services to existing customers, it also enables service providers to generate longer-term revenue streams by cultivating greater customer loyalty.

I-Master enables service providers to build a custom online portal using the subscriber portal SDK for customers that matches the overall look and feel of their corporate site. The subscriber portal allows customers to perform a broad menu of functions including opening new accounts, adding authentication IDs, recharging existing accounts via balance transfer or credit card, and viewing account activity and current account balances.

The subscriber portal can serve as a home page to which customers return regularly, creating the perfect platform for customer loyalty programs that generate stable, recurring revenue streams.

Online customer care services for wholesalers

I-Master also enables service providers to offer wholesalers an online portal for managing their respective account bases. Wholesale customers can use the portal to manage their own CSR staff, card batch generation, inventory tracking, and account changes, and to view a variety of reports. At the same time, service providers can use it to control the product offerings wholesalers are able to distribute as well as the specific rate plans and credit limits that are available to them.

Absolute reliability

I-Master uses an Oracle database running on the Solaris operating system for maximum performance and reliability. It supports 3rd party equipment via the standard RADIUS protocol for authentication, authorization, and accounting (AAA) functions.

The I-Master Application Server: Leverage RADIUS protocol for AAA functions

The I-Master Application Server, when combined with the I-Master prepaid application, creates a turn-key, end-to-end Authorization, Authentication and Administration (AAA) solution for carriers needing to leverage existing infrastructures. The I-Master Application Server is a call control service management engine with embedded IVR support that seamlessly integrates into any softswitch platform. This add-on feature provides interoperability, full carrier-class scalability and full fail-over support to any third-party, next generation network (NGN) softswitch platform on the market today. Specifically, it interfaces with SIP or H.323 and provides the foundation for carriers to leverage RADIUS protocol for (AAA) functions without displacing existing billing and authentication applications. The solution is also ideal for providers currently offering data services who want enhance their offerings by adding VoBB services while maintaining existing billing systems.

It's easy to learn more

I-Master offers the ability to design and launch competitive new services quickly and easily for maximum revenue generation. To learn more about I-Master and how it can grow your revenue, call, email, or visit us online today.

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Verso I-Master®

Key Features

Platform Architecture

- Highly reliable and secure database built on Oracle
- Scalable Solaris operating system
- Fail-over, fault tolerance options
 - Geographical and Central Fault Tolerance Options

Gateway/Softswitch Protocol Support

- RADIUS
 - Service Selection Gateway (SSG) supported
 - SIP*
 - MGCP*
- *Supported with I-Master Application Server*

Rating Options

- Real time AAA for Voice and Data
- Time of day / day of week
- Multiple calendar support for Holidays
- Multiple calendar support for weekdays
- Access & DNIS based charges (session initiation/connection charges)
- Three unique period billing increments in each call based on origination/Destination which may be independent or the same as the rounding period.
- Sequential Call Rating (rates may vary based on the number of calls made over a recurring period of time)
- Recurring charges (configurable to allow/disallow account overdraft).
 - There is no limit to the number of recurring charges applied to an account
 - Recurring charges may be configured to reoccur for a specific number of times
 - May be configured to begin upon a long call event
- Origination and destination rate tables
 - Wild cards are supported
 - May rate on country, country/city, country/city/prefix or country/city/phone number
- Call blocking and call restriction
 - Block on Time of Day
 - Block on phone number
- Activation fees (first time or threshold)
- Taxation percentage or flat rate (may be unique for origination/destination)
- Hidden/announced charges
 - Specific Rating elements may be identified to not be included in the announced call duration
- Data Authentication Options
 - Per minute
 - Unlimited for X hours or days
 - SSG (Service Selection Gateway) supported options
 - Rating on volume of data
 - Rating for content i.e. Video, Movies, Gaming etc.
 - Rating for change of bandwidth
- Multiple services may be used concurrently. (Broadband connection and voice call concurrently)

- Special charges
 - Rating elements may be grouped or additive
- Configurable Billing start point
- Unique charges for type of service accessed
 - Voice Call
 - Call Back
 - Operator
 - Multiple
 - Internet
 - WiFi, ADSL and dial up
 - Information Services
 - Directory Assistance and Travel Assistance
 - Other Service including messaging, conferencing etc.
 - Internet Content i.e. Movie download, Gaming sites, Education etc.
- Special rating options
 - Close Group Rating
 - Rollover Plans
- Promotion Plans
 - Special Rates between Date X and Date Y
 - Special Rates for X days if account activates or recharges between Date X and Date Y
 - First X customers to activate their account between Date Y and Date Z receives B free minutes on their first C calls to specified locations.
 - Customers who recharge between Date X and Date Y receive Z times the value of their recharge
- All ISO recognized currencies

Rate Plan Management

- User friendly GUI
- No limit to rating elements within a rate plan
- Global rating tools enable scheduled rate plan changes
- Universal Sweep enables real-time system wide debits based on multiple parameters

Inventory/Account Management

- Web-based wholesale, CRM and retail portals
- Supports multiple wholesalers
 - Wholesalers may be put on a prepaid model by Service Provider.
 - Each call is rated twice in real time. Once using the account rate plan and again using the Wholesaler's rate plan. Both the Wholesale and retail balances are debited in real time
 - When the wholesale balance reaches a low threshold point, the system sends email alert
 - When the wholesale balance reaches 0, no additional calls are permitted for accounts belonging to that wholesaler
 - Wholesalers each have security profiles associated to them enabling them to only access information that belongs to the respective wholesaler.
- PIN/account import
- Encrypted Batch Exports
 - Export file is encrypted
 - Decryption Key is automatically emailed by the system to the printer
 - User creating the export file can not access the data

- Batch generation
 - Batch generation can be scheduled to occur on a certain hour and date
 - Accounts created in batch generation assume all properties of the parent product under which the batch was generated. This results in the generation of accounts that are ready to be used.
- APIs available for external systems for account management and provisioning
- End-User Portal SDK (requires service provider or professional services development). Enables End-Users to:
 - View History
 - Purchase Services
 - Add Authentication IDs, Username/Password, ANIs, PIN sect.
 - Recharge from Credit Card
 - Balance Transfer
 - Configure automatic recharge policies
 - Configure Default Language
 - Configure Single Number Termination

Account Options

- Prepaid and Postpaid
- Limited credit postpaid
- Automatic Invoice Generation
- Multiple authentication IDs
 - No limit to the number of PINs, ANIs or Username Passwords on one account
- Restrict access by DNIS groups

Fraud Restrictions

- Definable Fraud Policies
 - Product level
 - Batch level
 - Account level
- Daily parameters
 - Maximum total talk duration
 - Maximum single call duration
 - Maximum daily debit for calls
 - Maximum number of recharges
 - Maximum daily recharge limit
 - Maximum unsuccessful authentication attempts
- Weekly Parameters
 - Maximum total talk duration
 - Maximum weekly debit for calls
 - Maximum number of recharges
 - Maximum weekly recharge limit
 - Maximum unsuccessful authentication attempts
- Recharge Denominations
 - Configurable Recharge Denominations to simplify credit card recharges

Personalization Options

- Personal Speed Dial
- Personal Out-Dial Black List
- ANI association in IVR
- Customize PINs
 - Automatic Language Selection
 - Once the user has chosen a language in IVR, the system stores the selection and will not ask the customer again
- Single Number Termination (Gift Card)
- Automatic Top Up using credit card
 - Top up X amount at low threshold
 - Automatic top up every X days to configured amount



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