

Convergent Billing and Order Management with Tapestry

THE ULTIMATE SOLUTION

Tapestry can support your billing and order management needs regardless of your organization's size and anticipated growth:

- Offers unparalleled flexibility and scalability—Designed for rapid deployment, it can be adapted to support future services and technology standards while meeting the needs of the global communications provider, supporting multi-location, hierarchical and multinational billing.
- Allows you to solve your most pressing problems first—The solution's modularity and configurable APIs enable it to be integrated in complex legacy environments.
- Keeps pace with your needs—Tapestry evolves with the market; its "future-proof" design means that you do not have to invest in multiple software solutions.
- Optimizes time to market—Business users can easily configure Tapestry to implement new products and services without the long and costly lifecycle necessitated by legacy billing systems.
- Facilitates integration of new business offerings—Tapestry supports convergence from end-to-end, from product definition to pricing and bill presentation.

TAPESTRY—THE MODULAR SOLUTION FOR CONVERGENT RATING, BILLING AND ENTERPRISE ORDER MANAGEMENT

Constantly changing market conditions make it nearly impossible for most communications, cable, broadband and Internet service providers to achieve high customer satisfaction while simultaneously controlling costs and supporting the explosion of new products and services. With the Tapestry® solution suite, however, providers can meet the overwhelming demands for improved speed to market, profitable convergent offerings and effective enterprise order management.

Proven in both Europe and North America, Tapestry's modular components offer compelling solutions for:

- Convergent retail billing
- Industrial-strength wholesale billing
- Powerful real-time rating
- Enterprise order management
- Customer self-care

Clients can choose to implement the full Tapestry suite, one of our specialized offerings, or an option tailored to their specific needs. Tapestry also anchors the CGI billing managed services offering. The following offerings are made up of one or more Tapestry modules:



Adjunct Rater

Tapestry's Adjunct Rating solution works in conjunction with your present billing system. Instead of replacing what you have spent time and money adapting to your environment, Adjunct Rater extends your billing system's functionality and provides the means necessary to take advantage of the promises of convergence. By utilizing Tapestry's flexible frameworks for service and event creation and its flexible rules-based rating engine, Adjunct Rater can be configured to rate any type of service based on any attributes.

Rating and Billing

Tapestry's Rating and Billing solution provides out-of-the-box convergent billing (triple and quadruple play) that supports the rapid introduction of tailored "next generation" product bundles, services and price plans.

Order Management

Tapestry's Order Management solution is a powerful suite of components that can be inserted into the OSS stack to address convergence and order fallout. It includes components that cover order entry, customer management, product catalog and order provisioning functions.

TECHNICAL FEATURES

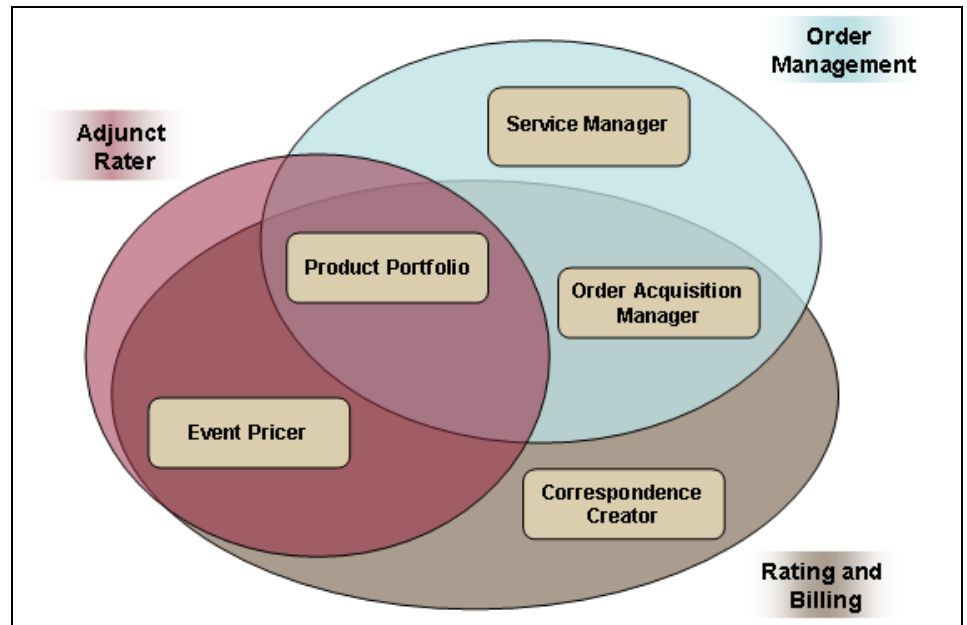
CGI's Tapestry solution is engineered on modern architecture principles and best-in-class technologies. A layered architecture enables a subject matter expert, rather than a programmer, to define the business logic. Advanced interfacing capabilities, including out-of-the-box support for web services and SOA, enable fast integration and interfacing to modern systems at the right level when needed.

Key features:

- N-tier architecture
- Scalability
- Load balancing
- High availability
- Open database
- COTS product
- Process management
- Configurable logging framework
- Reporting and dashboards
- Database purging/archiving
- Mass transaction framework
- Internationalization
- Web services/SOA-compliant API framework
- Full 64-bit architecture
- TMForum's IPDR Compliant™

TAPESTRY MODULES

The Tapestry product suite is composed of seven modules that can operate independently or in combination to address your specific business needs. These modules provide the following capabilities:



Tapestry Product Offerings and Modules

Product Portfolio—a single point for all product and price plan maintenance

The Product Portfolio module is a graphical entry point for all product and pricing information. This object-oriented and rules-based module enables you to offer truly convergent packages by bundling any combination of communications services. Product Portfolio enables you to rapidly introduce product, service and pricing options—reducing time to market and bridging the traditional gap between customer care and billing. Product Portfolio can serve as the basis for a central, synchronized catalog for your entire corporate product base. Alternatively, the API set also allows Product Portfolio to accept data from alternate master product catalogs.

Order Acquisition Manager—a highly configurable order and account management system

The Order Acquisition Manager module was designed with the belief that software should be a tool that matches the needs of your business rather than forcing your business to adapt to arbitrary requirements. This highly configurable web-based application supports order and account management out-of-the-box and can be rapidly configured in your environment to fit your specific business requirements. Order Acquisition Manager stores customer information in a central repository allowing for an integrated, real-time view of your customers. It provides an unprec-

edented level of flexibility and configurability, allowing you to quickly implement an interface look and feel and underlying data model tailored to your specific needs. Using the latest Web 2.0 technologies, CGI's solution supports advanced configuration features like the dynamic generation of screens, custom business rule definition and the plug-in of external web services to implement your pre-order processes. The application's highly configurable nature dramatically cuts down initial deployment time and costs, while delivering a personalized end-user experience.

Service Manager—an order orchestration solution

CGI created the Service Manager module to respond to today's intricate order management challenges. It enables comprehensive order orchestration processes and business rules that are easily modified to accommodate your changing business needs. Dynamic order orchestration consolidates provisioning of bundled voice, data and content products across multiple sales channels, networks and provisioning systems. It can even cross enterprise boundaries to enable providers to jointly offer and seamlessly provision products with their partners. In addition to automating order orchestration processes, Service Manager automatically corrects errors—boosting profits by reducing order fallout and increasing “quote-to-cash” performance.

Delivering more than just improved front-line service, Service Manager provides order management intelligence via web-based dashboards—providing service representatives and managers the tools they need to efficiently manage operations.

Event Pricer—a real-time rating and discounting facility for all charges

The Event Pricer module is an advanced solution engineered for high performance using modern technologies. It performs real-time event rating, pricing, discounting and taxing for convergent communications services. The system allows you to define new billing and pricing attributes without making software changes.

Built with a highly flexible and robust object-oriented architecture, Event Pricer handles convergent rating across all lines of business in your organization, enabling competitive pricing and discounting for the total service package. For example, you can offer “associative discounting,” a discount for services based on other unrelated services. That means you can offer discounts on Internet and content services when long-distance use exceeds designated spending thresholds. This type of discounting helps you attract, reward and retain high-value customers.

Correspondence Creator—a single source for all document design and production

The Correspondence Creator module produces customer correspondence in a variety of media for all your customers—from consumers to multinational corporations. With fully integrated, third-party formatting software, it is easy to create customized layouts.

FLEXIBLE EVENT FRAMEWORK— SUPPORT FOR THE UNKNOWN

Adjunct Rater's flexible event framework allows you to flexibly define, rate and bill any event formats that can be captured and recorded. The framework ensures that all current and future event types can be supported and that any attribute can be used to rate an event or be included on an invoice. Users have the ability to define new event types and new versions of event types, add new attributes and specify data mapping rules for conversion between event types through a GUI. These user-defined attributes are then available for pricing and billing, and may be used for purposes such as rate qualification, summarization and bill display.

The flexible event framework supports the underlying design principles of the system—that it be flexible, configurable and nimble to meet future needs. Whether you have a new type of event from a network element, a new type of event from another system, you want use information available from the other systems but not accessible by your current system, or you want to limit which information is brought into the rating system—all of these changes are supported with no impact to the system. And as these interfaces change over time, the changes can be adapted without system changes.

CORPORATE PROFILE

At CGI, we're in the business of satisfying clients. For more than 30 years, we've operated upon the principles of sharing in clients' challenges and delivering quality services to address them.

A leading IT and business process services provider, CGI has approximately 25,000 professionals operating in 100+ offices worldwide, giving us close proximity to our clients. Through these offices, we offer local partnerships and a balanced blend of global delivery options to ensure that clients receive the combination of value and expertise they require.

CGI defines success by exceeding clients' expectations and helping them achieve superior performance.

IPCentricity™ helps you be remarkable

IPCentricity is CGI's foundation for the future of the communications and media industry born out of our passion in helping our customers realize the benefits of an all IP network. We offer extensive experience, capabilities and products, like Tapestry, to help service providers move into the world of IP-centric technologies and realize the tremendous benefits it promises.

CGI works side-by-side with our clients to tailor and launch their differentiating service offerings and help them be remarkable. Contact us to learn how you can benefit from IPCentricity. For more information, contact your CGI representative, email ipcentricity@cgi.com or visit www.cgi.com/ipcentricity.



Tapestry®— CGI's modular rating, billing and order orchestration solution

Technology convergence has brought promising business opportunities to industries of all kinds. The ability of communication service providers to offer triple- and quadruple-play offerings—the combination of fixed, mobile, Internet and television—can drive customer preference and profitability. Yet aging infrastructures and cultural hurdles remain, resulting in an inability to take full advantage of this digital opportunity.

With Tapestry, CGI's suite of convergent applications covering rating, billing and order orchestration, service providers can support back-end operations that drive convergence—without costly investments. Scalable, flexible and proven, Tapestry easily integrates with existing solutions and promotes the rapid introduction of products and services through the use of multiple flexible frameworks, allowing business users to add changes to the system without the need for IT experts and code changes. Implemented as a full solution or through the selection of applicable modules, the Tapestry solution can be tailored for particular needs. Tapestry also offers product solutions that are designed to support specific functions.

For more information, go to www.cgi.com/tapestry

IPDR COMPLIANT™

Certified since 2002, Tapestry actively supports the Internet Protocol Data Record (IPDR) standard. This common standard ensures that support systems underlying next-generation networks such as packet cable, wireless LANs, 3G mobile and voice-over IP all speak the same language for usage measurement, accounting, billing, service-level monitoring and settlement. Achieving this standard means that Tapestry ensures interoperability between products from participating companies, enabling "plug-and-play" support for next-generation services within a multi-vendor implementation. For more information on the IPDR organization, visit www.IPDR.org.

