Comptel Company Presentation

Carrier Days – 11 October 2011

Public

COMPTEL

Our agenda

- Comptel business

- Processes in OSS

- Bulgarian office

Comptel in Brief

Comptel is dedicated to 'Empowering Communication Services™'

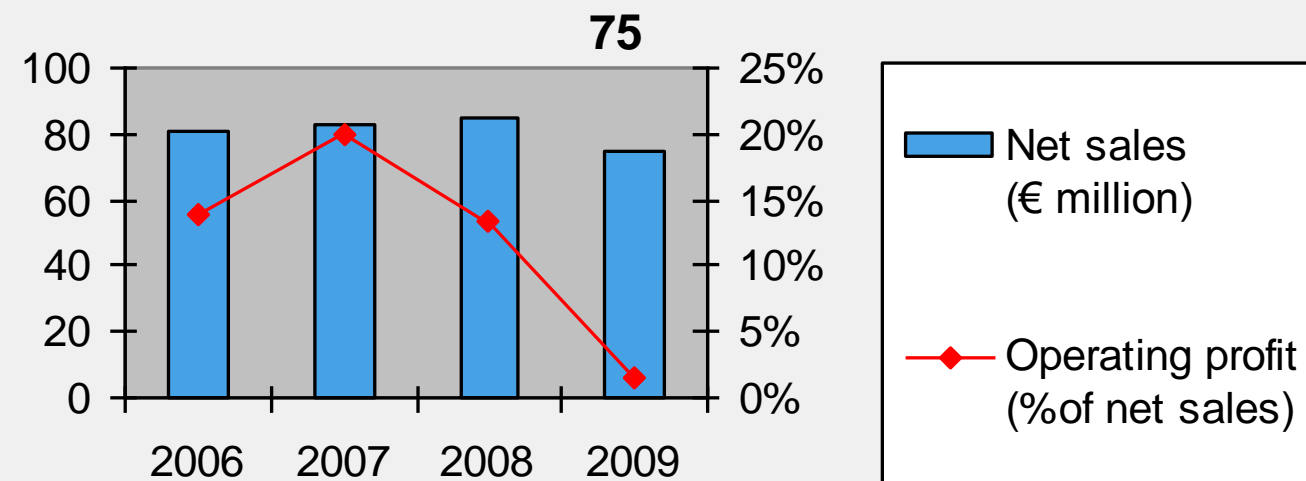We deliver dynamic OSS solutions providing service-enabling fulfillment, mediation and charging capabilities

Our expertise empowers service providers to focus on their core business, delivering innovative services to their customers

Comptel has delivered solutions to 280 customers in 85 countries worldwide
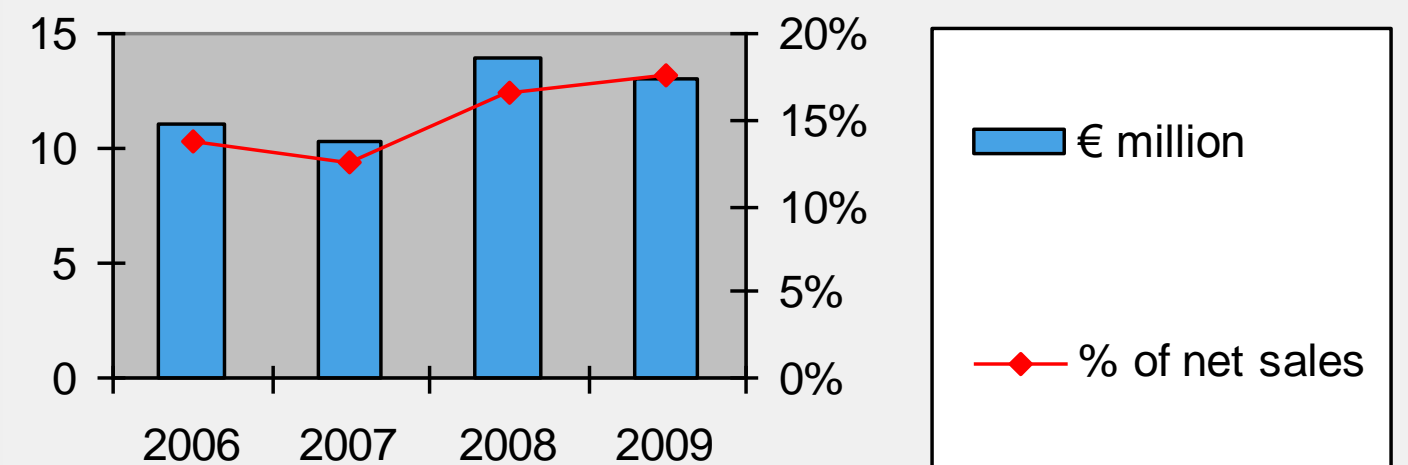
Comptel in Figures (2009)

Finances

Business Performance

Commitment to R&D

Personnel

Highly Qualified Employees (≈600)

- University
- Polytechnic
- High school or vocational
- Other
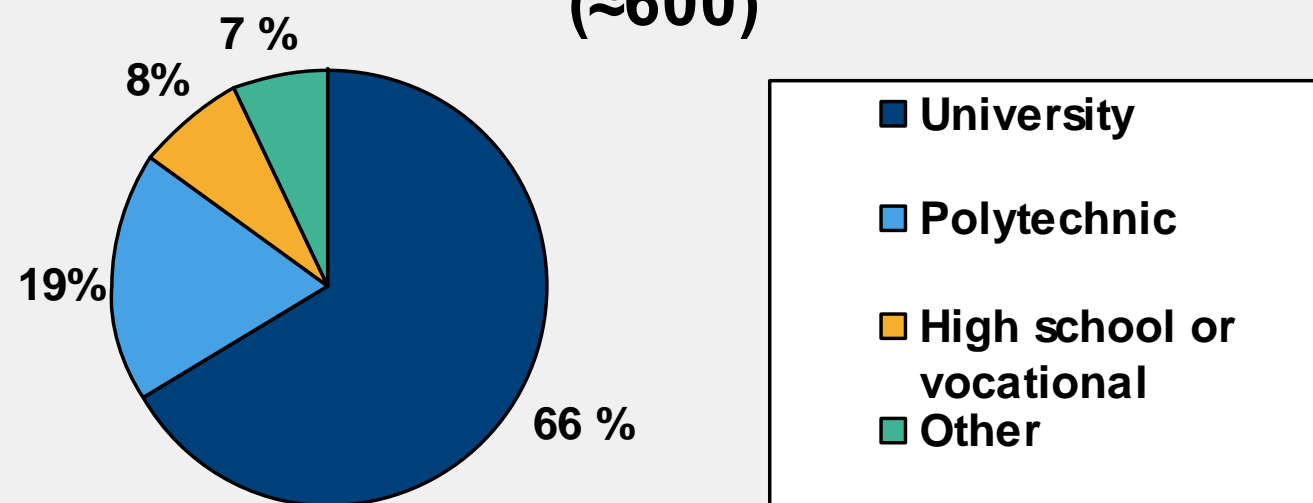
Dedicated to Serving Customers

- Customer services
- Research, development and product management
- Sales and marketing
- Admin and internal services
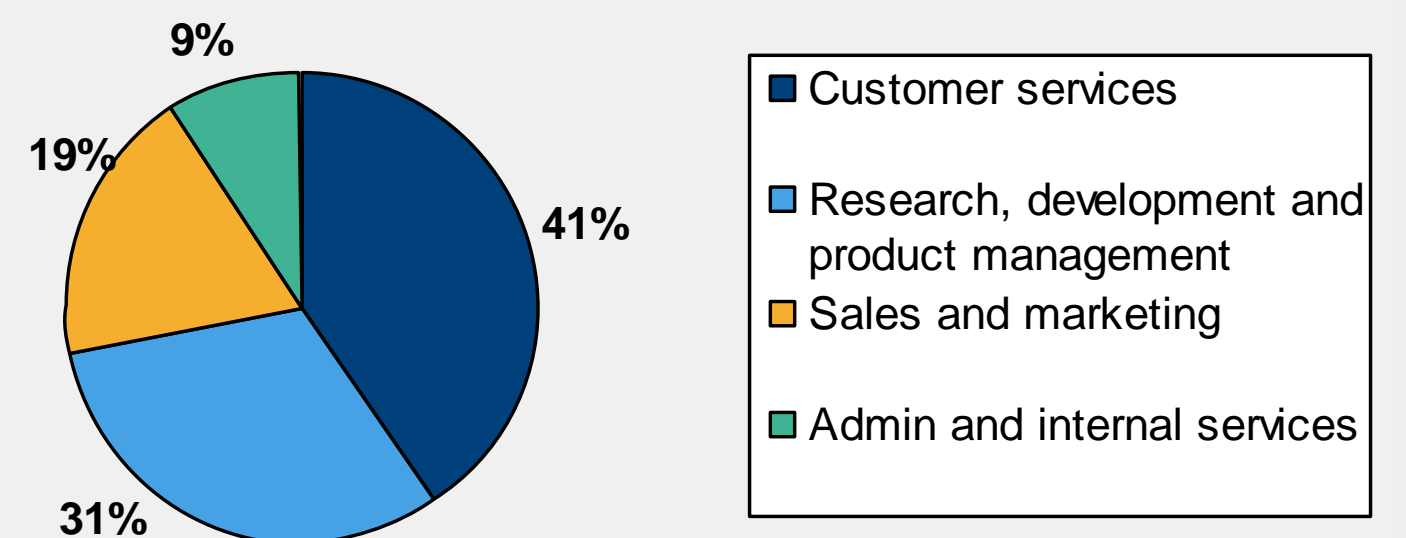
Comptel World-Wide
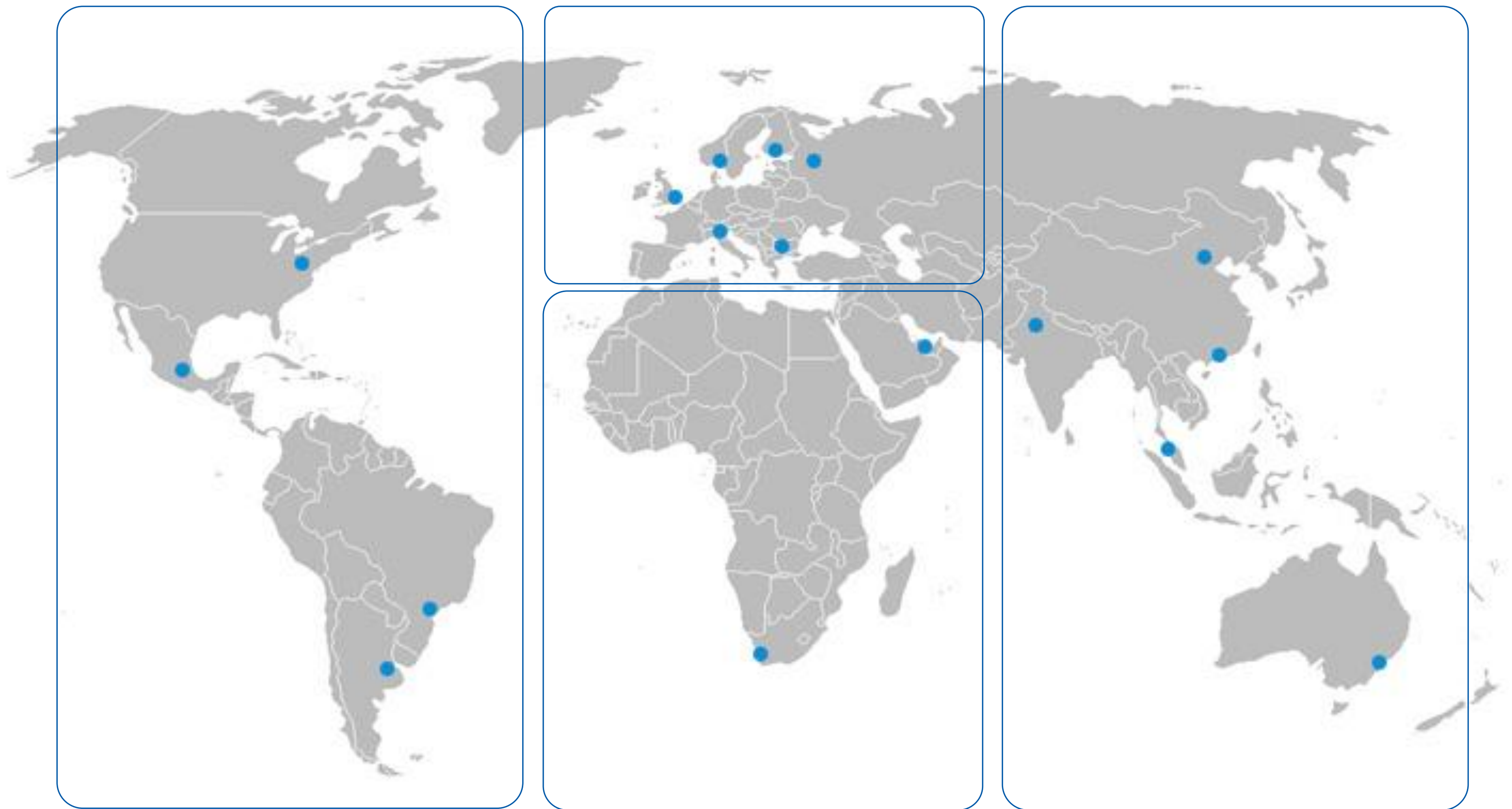
Comptel's Offering

ORDER

CHARGING

Business Management Systems
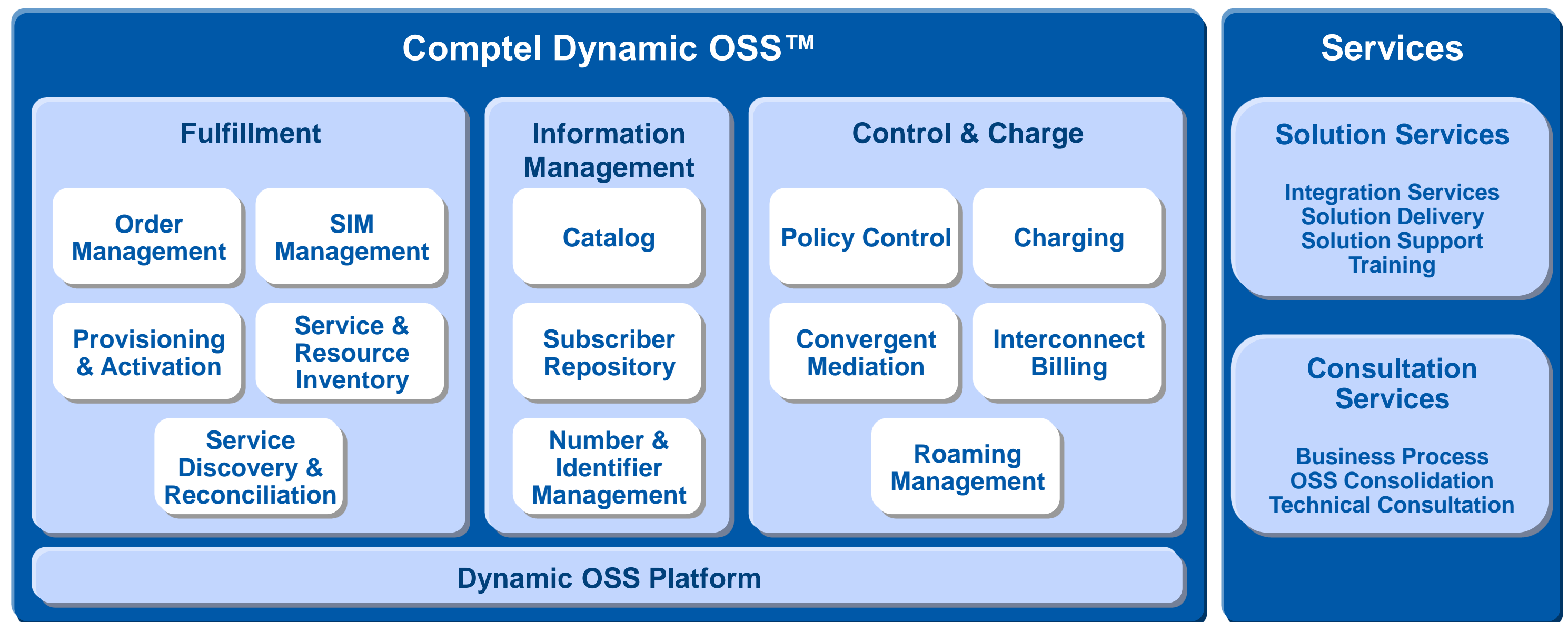(incl. customer care and billing)

Comptel Dynamic OSS™

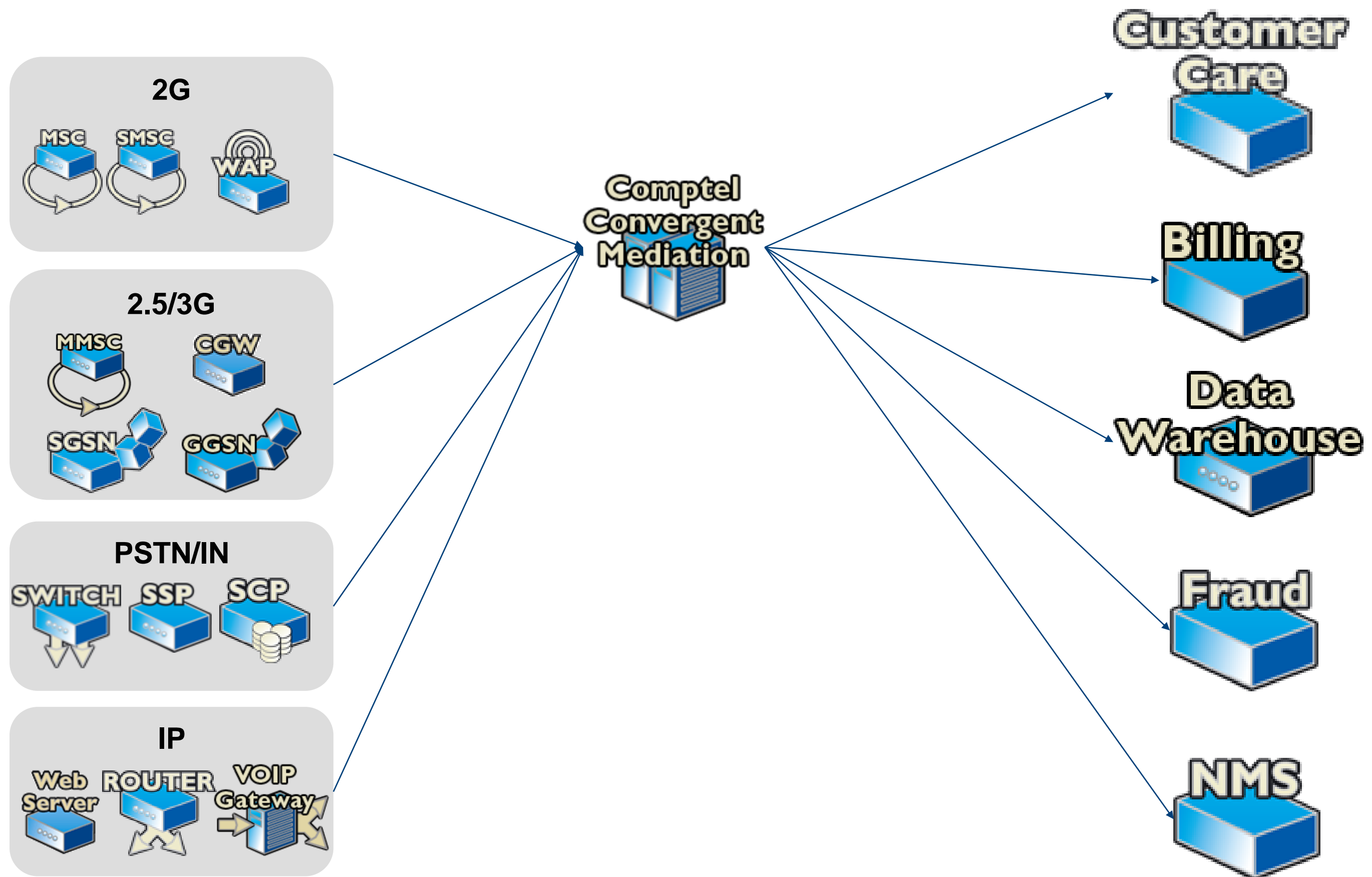**Fulfillment**

Information Management

Control and Charge

Networks and Service Platforms

Comptel Dynamic OSS™ – The Extended View

Business Management Systems

Comptel Dynamic OSS™

Fulfillment

- **Order Management**
- **SIM Management**
- **Provisioning & Activation**
- **Service & Resource Inventory**
- **Service Discovery & Reconciliation**

Information Management

- **Catalog**
- **Subscriber Repository**
- **Number & Identifier Management**

Control & Charge

- **Policy Control**
- **Charging**
- **Convergent Mediation**
- **Interconnect Billing**
- **Roaming Management**

Dynamic OSS Platform

Services

Solution Services

Integration Services
Solution Delivery
Solution Support
Training

Consultation Services

Business Process
OSS Consolidation
Technical Consultation

Mobile Networks
3G, HSPA, LTE, WiMAX

Broadband Networks
DSL IP-VPN DOCSIS

Aggregation Networks

Core Networks
MPLS, Carrier Ethernet

Application Servers
IP-TV VOD
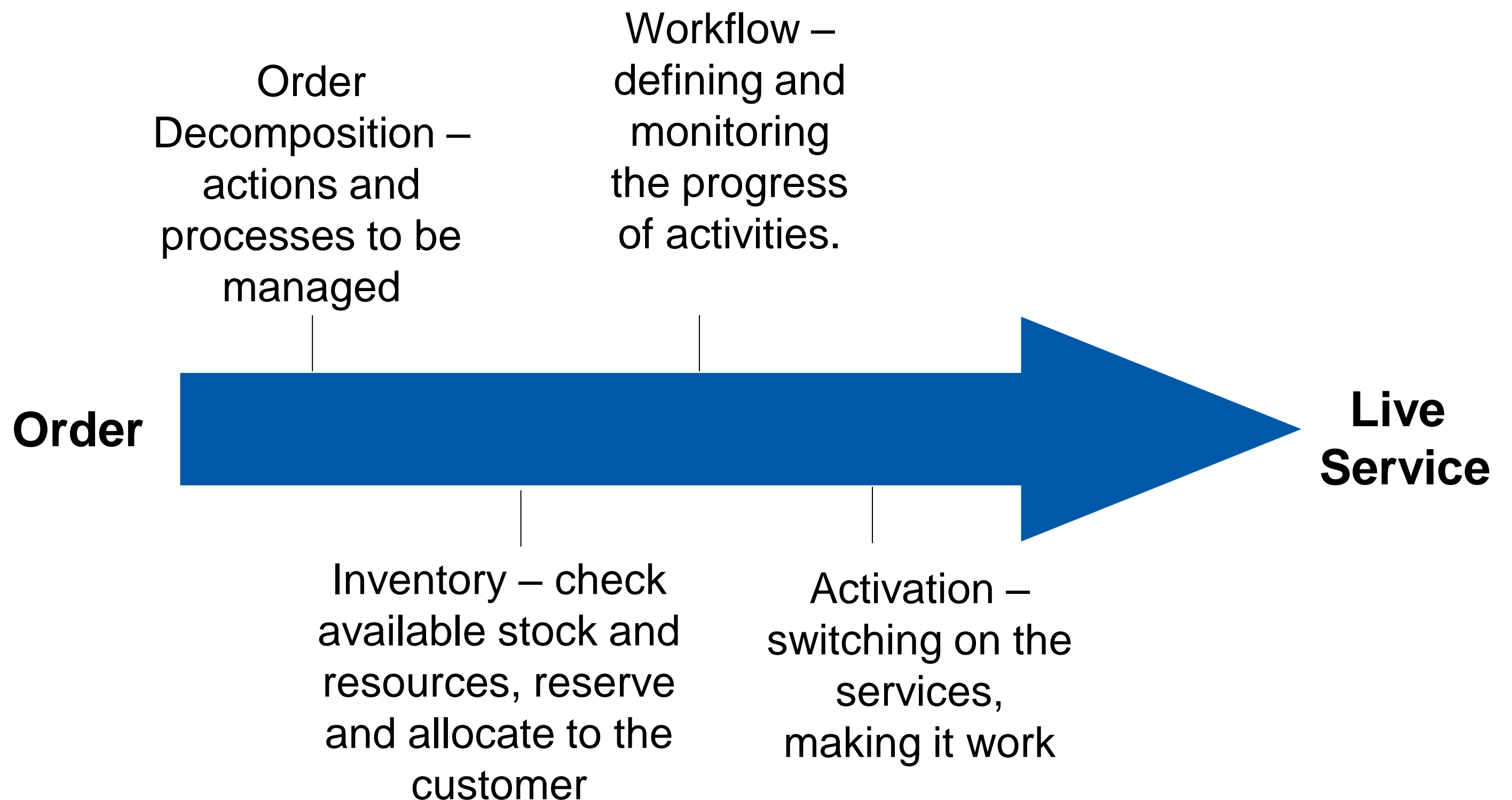
Cloud

Convergent Mediation

One platform, many solutions

- The Convergent Mediation platform (a.k.a. EventLink) has proven itself to be powerful, reliable and flexible

- Together with charging functionality of Comptel Rater, EventLink provides the basis for several of Comptel's solutions

Comptel Fulfillment solution

- Fulfillment is the process which starts with a subscriber order and ends with activated services

Order Decomposition – actions and processes to be managed

Workflow – defining and monitoring the progress of activities.

Order

Live Service

Inventory – check available stock and resources, reserve and allocate to the customer

Activation – switching on the services, making it work

Delivering Solutions

COMPTEL
&
Global strategic partners

accenture
High performance. Delivered.

Alcatel·Lucent

CISCO

IBM Business Partner

JUNIPER NETWORKS

Tech Mahindra
IT Services and Telecom Solutions

Training
Developing competencies to get the most out of the solution

Delivery
Specifying and delivering the solution

Support
Utilising and trusting the solution

On-site packages and service hubs

Consultation
Defining the best solution for the customer

Enhancements
Developing the solution further

Comptel solution portfolio   **Customer solution**
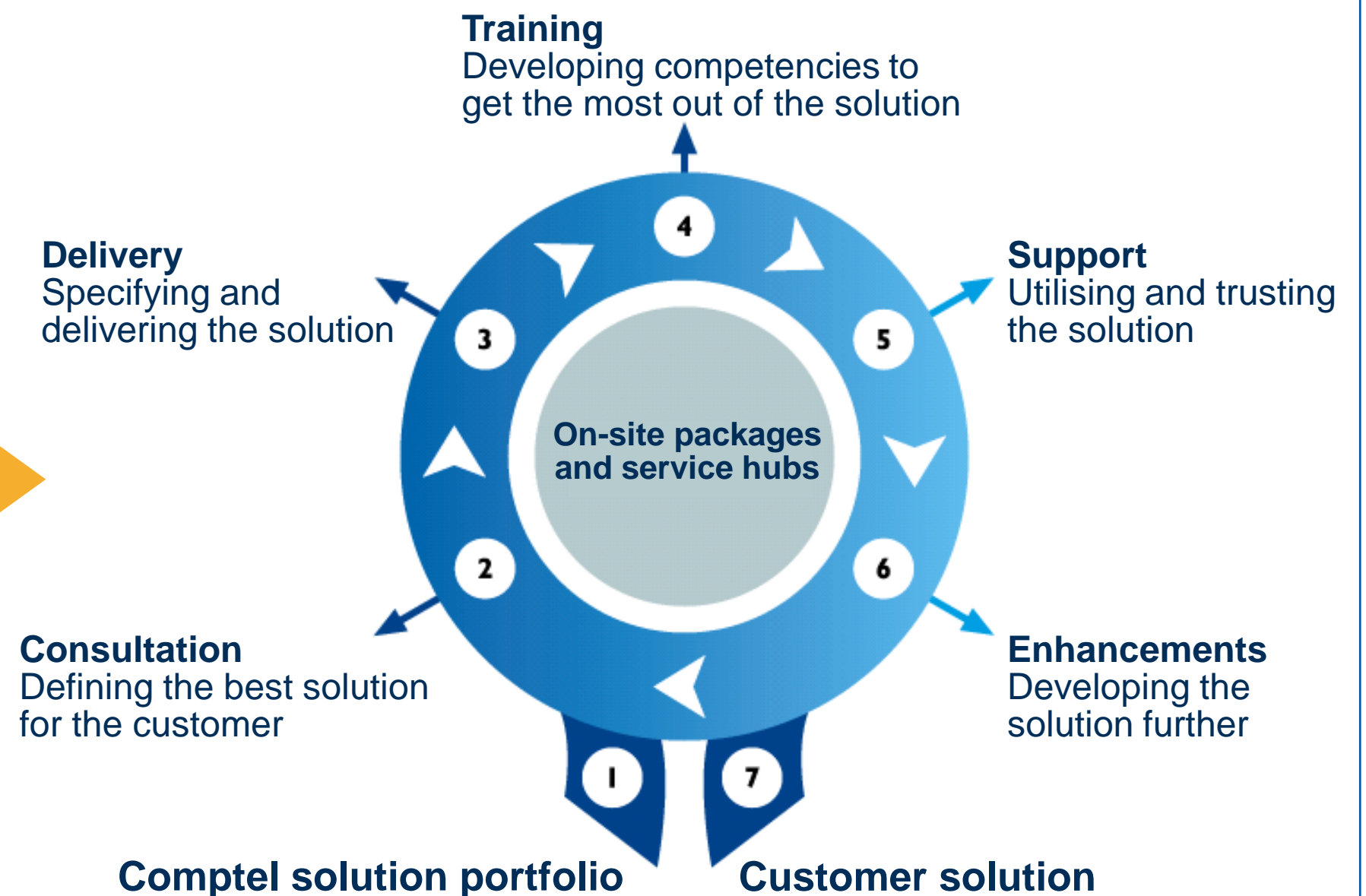
Center's Competency

- Delivery of Company's products portfolio

- Development of all type of South and North bind interfaces

- Analysis of customer requirements

- Implementation of customer specific integration projects

- On demand changes in the products customizations

- Customer operational support

Providing Benefits to our 280 Customers

Time-to-Market

Reliable Delivery

Value for Money

Partners for the Future

Comptel Dynamic OSS™ – Awarded Software

■ 2010 International Business Awards honoree

- July 2010

- Comptel Control and Charge™ was awarded with a *Distinguished Honoree* medal in the "Best New Telecommunications Product or Service of the Year" category

- In 2009, Comptel was a finalist in the "Best New Telecommunications Product or Service of the Year" category based on its development of Comptel Bandwidth Management

■ 'Best Support System' in the World Vendor Awards

- May 2010

- The company was given this achievement for its product innovation, ease of use and applications of the Comptel Dynamic OSS portfolio, and customer satisfaction.

Comptel Dynamic OSS™ – Awarded Software

2009 Superstar Mobile Star Award™

- December 2009

- Comptel Policy Control™ received the 2008 Superstar Mobile Star Award™ from MobileVillage® in the operator software category for customer or device management.

2009 International Business Awards finalist

- July 2009

- One of the finalists of The 2009 International Business Awards in the 'Best New Telecommunications Product or Service of the Year" category.

- The company was selected for this honour based on its development of Comptel Bandwidth Management

Comptel Dynamic OSS™ – Awarded Software

- **2009 World BSS Award for Innovation**

  - June 2009

  - Comptel won a 2009 World BSS Award in the category of "Innovation in BSS". The company was selected for this honour based on its development and applications of Comptel Bandwidth Management.

- **Best Service Fulfillment Solution** award in the Billing & OSS World 2009 Excellence Awards

  - Announced on 14 April 2009

  - Recognises the leaders—vendors, service providers and integrators—in the development and deployment of billing and OSS technologies and solutions

Comptel Dynamic OSS™ – Awarded Software

- **OSS Vendor of the Year** award in the Telecom Asia Readers' Choice Awards

  - Announced on 8 December 2008

  - Awards program to recognise technology innovations and industry contributions of the top telecom vendors operating in Asia Pacific

- **Silver Star Mobile Star Award™**

  - November 2008

  - Comptel Dynamic OSS™ portfolio of solutions received the 2008 Silver Star Mobile Star Award™ from MobileVillage® in the operator software category for customer or device management

Comptel Dynamic OSS™ – Awarded Software

Strecast Global Billing Mediation 2007 Award

- April 2007

- Given to a company that has demonstrated flexibility in tailoring their product offerings to suit their customers' business needs. The recipient company has developed and implemented new product lines that set unprecedented standards for meeting their customers' needs. The recipient company has also shown tremendous responsiveness to customer needs and has continually focused on long and short-term customer profitability goals

Shared service center in Bulgaria

- Set up since December 2008

- Serve Customers for Eastern Europe and Middle East and Africa

- Focus on software engineering type of tasks like delivery, support and customer specific enhancements

- Meet Comptel's strategy for customer satisfaction and strategic goal of :

  Being close to the customers

  Supporting lucrative growth customer in the business regions

Area served from Bulgaria
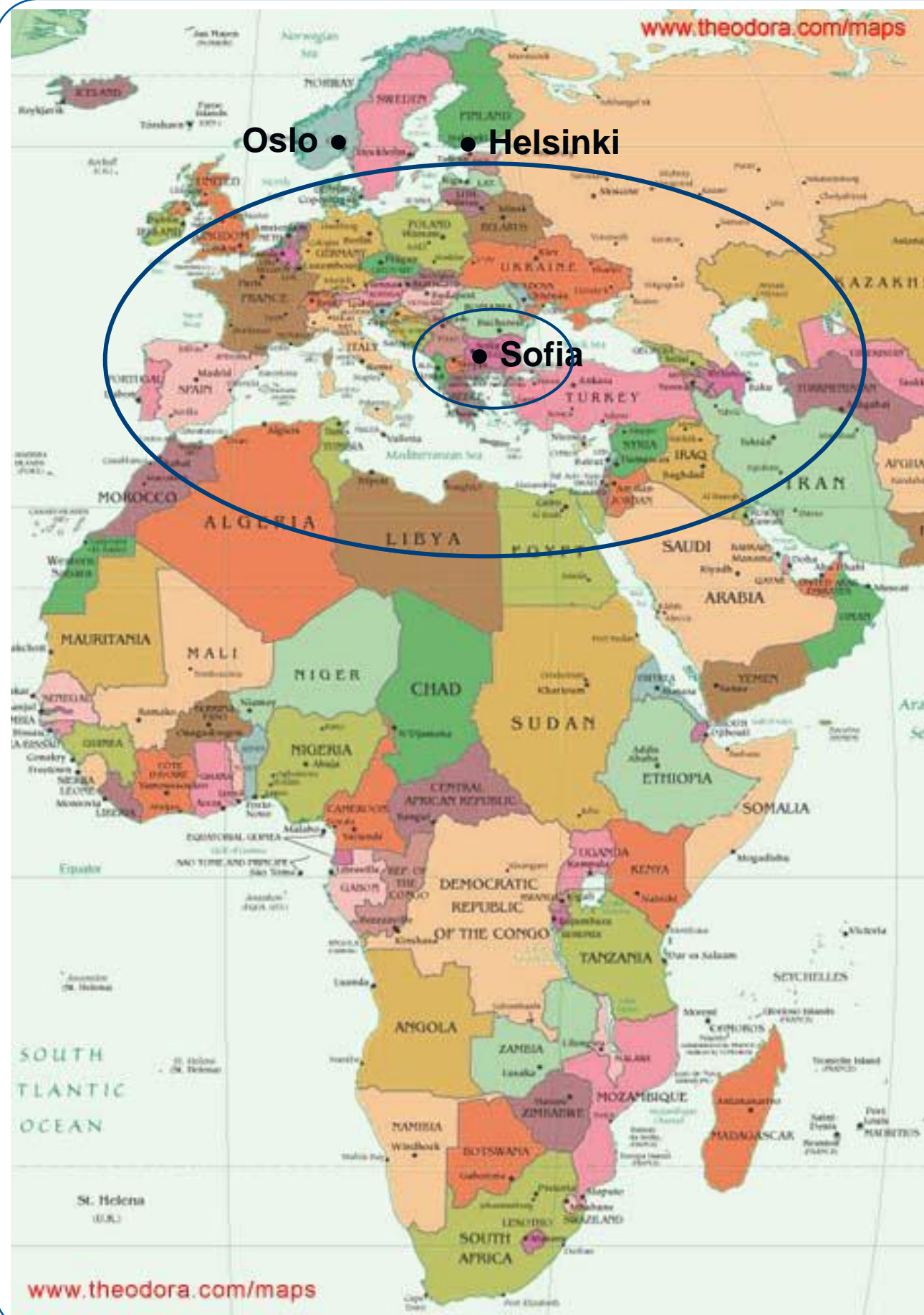
Bulgarian unit to take care of:

- Greece
- Romania,
- Bulgaria
- Albania
- Eastern Europe

Extend the support to:

- North Africa
- Middle East
- Russia

Provide the whole range
of Comptel professional services

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Thank you!

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