

Customer testimonials

“This is the billing system that can help operators to have very fast and easy start. With Terabill you are talking about weeks not months and I think that this is an essential part of modern business.

Very important issue for young operator is to be able to work with only few employees dedicated for specific task. Terabill with good customer support offers us this possibility that we appreciate a lot. My opinion is that every operator will have benefit of this”.

Alberto Belazelkoski
Telecommunication manager
Neotel DOO

Advantages of Terabill solution :

- Single solution for whole revenue management and operations support issue of voice operators, carriers, IPS-s
- Attracts new customers by offering them bundles with entry savings. Sell personalised products, launch new services at the speed of marketing
- Triple-play ready system with customer-centric approach
- Lower OPEX due to internal operations efficiency
- Increases interactivity and improves customer service via self-service portal
- Optional license rent model offers lower market entry barriers and lower CAPEX

- Customer:** Neotel DOO
Location: Skopje, Macedonia
Industry: ISP, Fixed and WiMax operator, carrier
Goal: Expand business from wireline ISP to VoIP and Wimax services
Challenge: Manage growth, fast time-to-market and viable ROI

About Neotel

Neotel is one of the leading companies on the electronic communication market in Skopje and Macedonia. They started as Internet Service Provider in 2004 and today Neotel's activities have spread throughout various fields concerning telecommunication and IT.

Solution

Due to the fact, that Terabill established partnership with Macedonian biggest IT company Neocom AD, their customer Neotel had a great possibility to evaluate Terabill for new customer care & billing solution. Neotel prepared checklist of their most important business cases, which were confirmed during joint web-based demonstration.

As Neotel was satisfied with Terabill product, roadmap and pricing, it took 6 weeks from signing setup agreement until parties met for on-site training in Skopje. By that date, system was already installed and pre-configured, and started working after 8 weeks from the agreement date. As of today, the partnership continues. Terabill is providing remote support and installing system updates. Joint planning is made about future developments, what are essential to Neotel's continuous business.

For today, Neotel actively uses the following Terabill modules:

- Registry of customers and service agreements
- Call Data Record (CDR) collection and rating
- Telephone number pool and number portability
- Invoicing, sales ledger and debtors management
- Interconnection billing
- Order system for services activation
- Campaign and discounting modules

About Terabill

Terabill is a provider of web-based Billing and Customer care system for VoIP, fixed telephony, TV and internet (cable, WiMax etc.) operators. Terabill's mission is to offer a lightweight, flexible and feature richness solution for alternative telephony operators in Europe and the Balkans. Terabill model also allows license rent to reduce OPEX and CAPEX of its customers.