Emerald

Highlights

- **Complete Billing and Customer Care Solution**

- **Scales to Hundreds of Thousands of Subscribers**

- **Easy to Use Browser Based GUI**

- **Full Featured Even at Entry Level**

- **Pay as You Grow Pricing**

- **Multi-platform, Multi-database Support**

- **Usage Based Billing**

- **Custom Reporting Available**

- **Subscriber Maintained Accounts**

Getting Started

As the manager of an ISP, you have to create custom services, sign up new subscribers, bill them and collect payment from them and handle their complaints. To reduce overhead, you have to automate all of this as much as possible and make these tasks easy for your operations staff. You also need to be able to administer the system from anywhere if an emergency strikes.

Emerald fulfills all these requirements and many more, in a scalable, flexible, cross platform, cross-database, web-enabled product. The Emerald product is built for small to medium sized ISPs up to about 200,000 subscribers. Emerald's server runs


Account Search Screen

on Microsoft Windows NT®, Windows 2000, Linux or Solaris and supports Microsoft® and Sybase® databases. With Emerald, you have the option to define many different services and name them whatever you wish, such as PPP, mail-only, 10 hours, or FTP. You can then assign as many or as few of these services to a given account. You can bill on a variety of scenarios such as connect time, octets transferred, time bank, or straight monthly fee, and can disallow or allow and charge for concurrent logins to the same account.
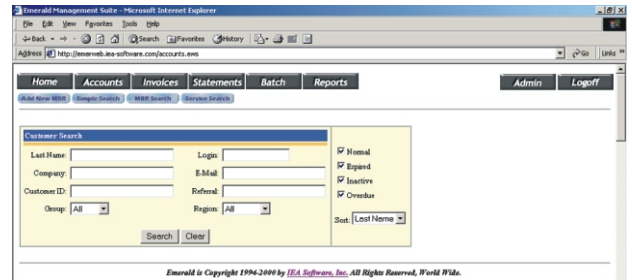
Taking Care of Your Business and Your Customer

Emerald provides you with tools to proactively manage and troubleshoot your network. With built-in Emerald features and the addition of information made available through our bundled RadiusNT or RadiusX products, you can review account status, see who is logged

Emerald Interfaces

on, look at entered userid and password information, review error logs, graph NAS activity, and manage customers through incident reporting and tracking.
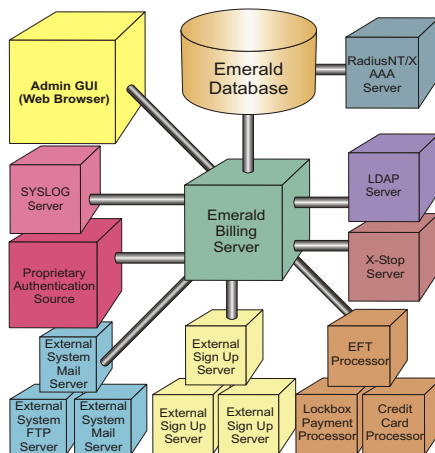
Installation and deployment of Emerald is straightforward. Once installed, it is easy to administer and operate the system from any location with IP connectivity to the server, using a web browser running on a computer or network appliance.

Making It Happen Easily

Emerald lets you decide how often to bill your customers, send out marketing email and other promotions, and perform similar repetitive tasks. With the built-in scheduler, you can make it all happen automatically. You can even monitor the automated activities you've scheduled. You have your choice of e-mail, credit card, electronic funds transfer and/or printed invoice, on

Complete Front Office, Back Office and AAA Solution

IEA SOFTWARE

an account by account basis, to meet all your customer's billing needs. Emerald integrates with third party credit card applications to track payments, so that you can monitor declined charges and issues with electronic funds transfers.

Emerald provides fast order-to-service through integration with several best of breed sign-up servers. You can enable your customers to purchase your services any time, day or night. After signing up, they can administer their accounts and even make payments with a credit card through the web browser interface.

Operator Group Screen

Managing The Business

Emerald includes many built-in reports to help you track accounts, revenue, operations, and Emerald itself. These reports are the basic ones you need to you manage your business. In conjunction with Emerald's open database schema, you can easily customize the included reports or build any number of your own using a third party reporting package.

Working Together

Emerald integrates with the bundled RadiusNT or RadiusX AAA solution, as well as a number of LDAP servers, sign up servers, third party AAA (RADIUS) servers, e-mail systems and credit card processors. With Emerald, you get a complete billing and customer management solution and the availability of services from best of breed external systems.

FEATURES	BENEFITS
Web browser based administration	Improves administrative and customer access
Integration with third party sign up server	Improves order to service time
Unlimited number of billing plans	Compete better via multiple service offerings
Several billing cycle choices	Adapt easily to your subscribers' requirements
Promotion and discount options	Attracts subscribers with marketing programs
Group billing support	Allows specialized, targeted account programs
Multiple invoice layouts	Custom bill presentation improves branding
Includes many built-in reports	Provides tools to view status of your business
Customize with third party report writer	Manage your business even more closely
Operator and object-level security	Improves operational security and control
Electronic invoices-credit card, EFT, e-mail	Saves time and postage; avoids 'lost snail mail'
Printed invoices available	Meets requirements of business subscribers
Customer care function included	Reduces account churn; saves buying CRM app
Real-time access to support records	Enhances support response time, effectiveness
Real-time support call tracking	Improves customer service performance
On-line incident status reports	Helps manage customer service levels
Customer service incident reporting	Easy administration of customer care function
Integrated front and back office functions	Improves workflow, reduces paperwork
Comprehensive RADIUS error reporting	Improves service level views, speeds diagnosis
Bundled, integrated RADIUS Server	More complete solution with AAA functions

Server Requirements:

CPU:
Pentium 200 or better,
SPARC Ultra 5 or better

RAM:
128 MB

Available Disk Space:
30MB or more

Operating System:
Windows 2000,
WindowsNT with SP5 or later,
Redhat Linux 6.2 or later,
Solaris 8 or later

Database Manager:
MS SQL Server 7.0 or later,
MS SQL Server 2000 or later,
Sybase SQL Adaptive Server Enterprise 11.9 or later

Network Protocol:
IP connectivity to NAS,
IP connectivity to database server,
IP connectivity to browser

Client Requirements:

Internet Explorer 5.01 or better,
Netscape Navigator 4.72 or better

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