Emerald *V5*

MANAGEMENT SUITE

Overview

Emerald is an integrated management suite enabling service providers to control operations according to their business needs. Emerald provides comprehensive billing, reporting, call tracking, customer care, usage metering, authentication and provisioning, all in a single unified solution. Leveraging three-tier multi-platform/multi-database technology Emerald is a scalable solution that can be used in all managed network environments.

The Emerald product line is designed for small to large Service providers, including traditional Internet and wireless, hotspot, voice services, application hosting, web hosting, collocation and cable/DSL.

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/X products, you can review account status, see who is logged on, look at attempted authentication logs, review error logs, graph usage activity, and manage customers through extensive CRM, Incident reporting and tracking.

Installation and deployment of Emerald is quick and straightforward. You can administer and operate the system from any location with connectivity to the server from a web browser, including hand-held devices. Because protecting your data is the biggest challenge today, Emerald offers multiple levels of security to make sure only the necessary operators can access the data they need. Additionally, data access can be logged and encrypted to comply with today's stringent data processing laws while giving you the peace of mind you deserve.

Managing The Business

Emerald includes many built-in reports to help you track accounts, revenue, operations, and Emerald itself. These reports are vital to managing your business. In conjunction with Emerald's open database schema, you can easily customize the included reports or build your own using one of many options available.

Working Together

Emerald integrates seamlessly with the bundled RadiusNT/X AAA solution and provisions an array of disparate systems including Email servers, hosting control panels, Web and FTP servers, UNIX accounts and real-time CC & EFT gateways. Additionally - customizable Web service and LDAP synchronization enables integration with proprietary in-house solutions. With Emerald, you get a complete billing and customer management solution leveraging availability of services from best-of-breed external systems.

Platform Requirements
Database: MSSQL 2000+, Sybase ASE 15+, Oracle 10g+
OS: Windows XP,2000-2008, Vista, Linux (x86), Solaris (Sparc)
Browser: IE6+, Firefox, CSS2/Compatible

Highlights

- ✓ Complete billing, customer care and provisioning solution
- ✓ Highly scalable, modular components with built-in fail-over
- ✓ Easy-to-use and customizable web interface
- ✓ Multi-platform and multi-database support
- ✓ Recurring, usage-based, pre-paid and wireless billing
- ✓ Extensive multi-tier custom reports
- ✓ Subscriber self-managed accounts
- ✓ Expandable to meet current and future demands
- ✓ Multilingual operator and customer interfaces
- ✓ Effectively manage resellers and virtual organizations
- ✓ Voice services and pre-paid calling cards
- ✓ Automated payment processing and customer notification
- ✓ Group based operator access controls and data encryption

Making it Happen, Easily!

Emerald lets you decide how often to bill your customers and perform other repetitive tasks. With the convenience of a built-in scheduler, you can make it all happen automatically so you can focus on the more important parts of your business. With a choice of e-mail, credit card, electronic funds transfer or printed statements on a per-account basis, you can provide a billing choice to meet all your customer's preferences.

Emerald integrates with third-party credit card and bank transfer processing applications and services to completely automate your electronic billing needs. Notices for failed transactions or expired credit cards happen automatically and you can even let your customers manage their own account in the customer care center.

Emerald provides fast order-to-service with the built-in sign-up server. You can enable your customers to purchase your services any time, day or night. After signing up, they can administer their accounts, submit support requests or make payments with a credit card or prepaid card through the customer care web center.

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