

PowerPro v 2.2

Doychin Bondzhev
doychin@dsoft-bg.com

dSoft-Bulgaria Ltd.

Agenda

- What is PowerPro?
- PowerPro structure
- PowerPro modules
 - Module details
- PowerPro system requirements

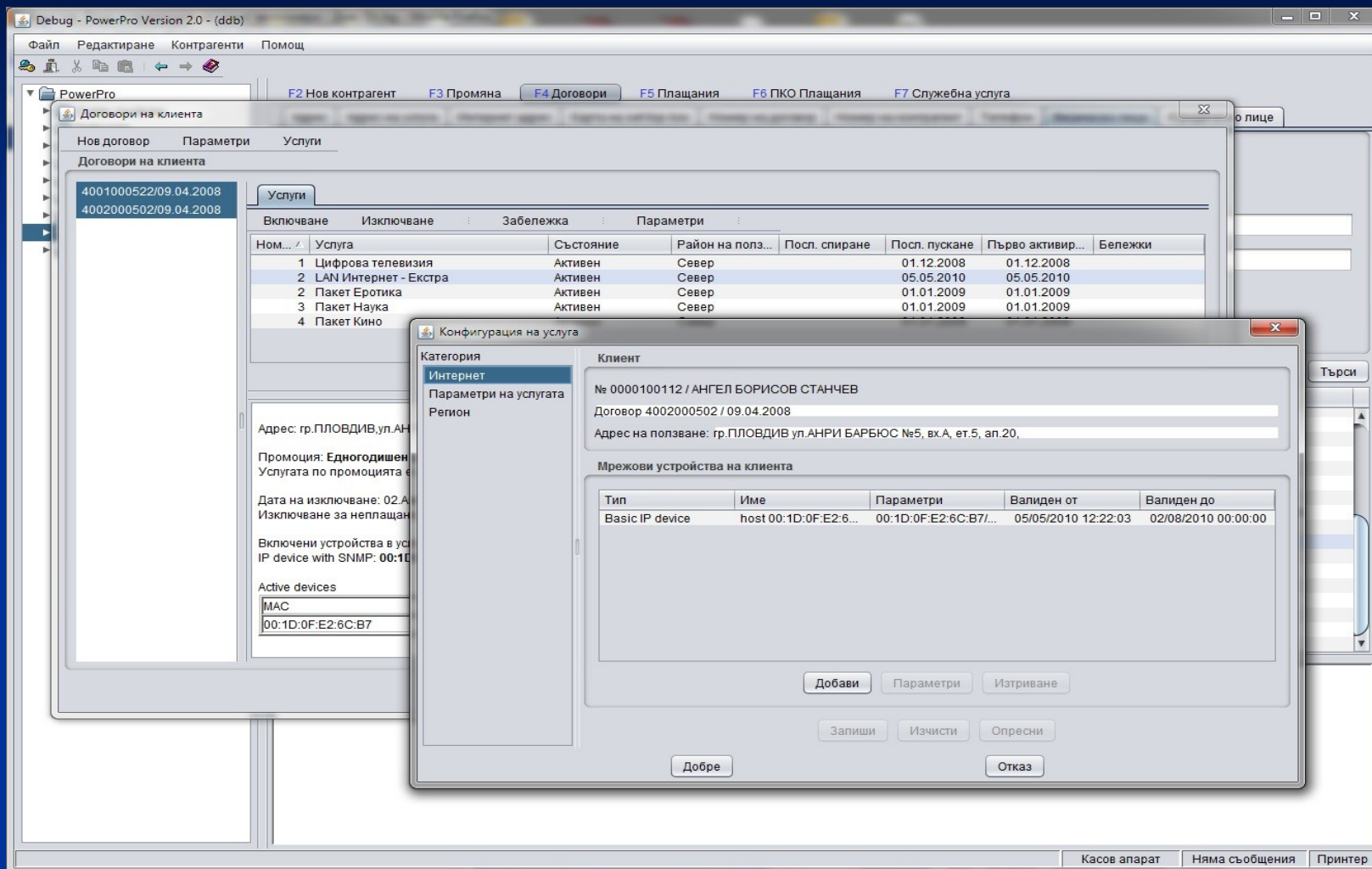
What is PowerPro?

- An information system designed to ensure complete management and services to the customers of cable TV service providers
- Main activities supported by PowerPro
 - Customer Relationship Management
 - Billing & Invoicing system
 - Provisioning system
 - Other activities

PowerPro structure

- Build on modular principle
 - Easy to adopt to any requirements
- Build in access control for data access and features access
- Multi-tier architecture
 - Separate business logic and GUI

PowerPro structure



PowerPro modules

- Base Framework & Enterprise Core
 - The core of the PowerPro system.
- CRM & Services
 - Customers , Contracts & Service subscriptions management
 - Service modeling – Bussines logic
- Billing & Invoicing
 - Service modeling – Billing information
- Network devices, Cable Internet and LAN Services provisioning
 - DOCSIS 1.x & 2.0 Cable modem provisioning (3.0 planned for development)
 - Network device management & network service provisioning

PowerPro modules

- Cable Television – billing support
- Digital Television
 - Provisioning for CONAX
 - Provisioning for Griffin
- Network device monitoring
 - SNMP monitoring for CMTS and Cable Modems
 - Web Pages for visualising information gathered by SNMP scanners from CMTS and Cable Modems (Signal levels, Traffic)
- Ticketing module
 - Request tickets for new customers
 - Deffect tickets for tracking service delivery problems
 - Cable modem signal level tickets for tracking quality of signal provided to cable modems

PowerPro modules

- Reporting module
 - Printer management
 - Printer access for user accounts
- Warehouse module
 - Used to track materials and devices
 - Can track cable modems, set-top-boxes, conditional access cards
 - Can also be used to sell devices to customers
- Phone billing – under development
- Modules for different payment options

Base framework & Core Module

- Used to manage all information for
 - company employees
 - employee accounts
 - accounts form groups
- System uses role based access control
 - Each account or group of accounts has a set of permitted roles
 - Additional resources access is managed by corresponding module

CRM Module

- CRM tracks data for customers and contracts
 - Support for 2 types of customers
 - Physical persons
 - Juridical persons
 - Information entered is determined by customer type
- Contracts
 - Each customer can have multiple contracts
 - Services subscription is controlled by services module

Services Module

- Supports service modelling
 - Services in PowerPro are not predefined
- Each service is modelled based on provider specifications
- Two types of services
 - Single services
 - Initial fees
 - Fines
 - Subscription based services
 - Subscription period is determined at service definition stage

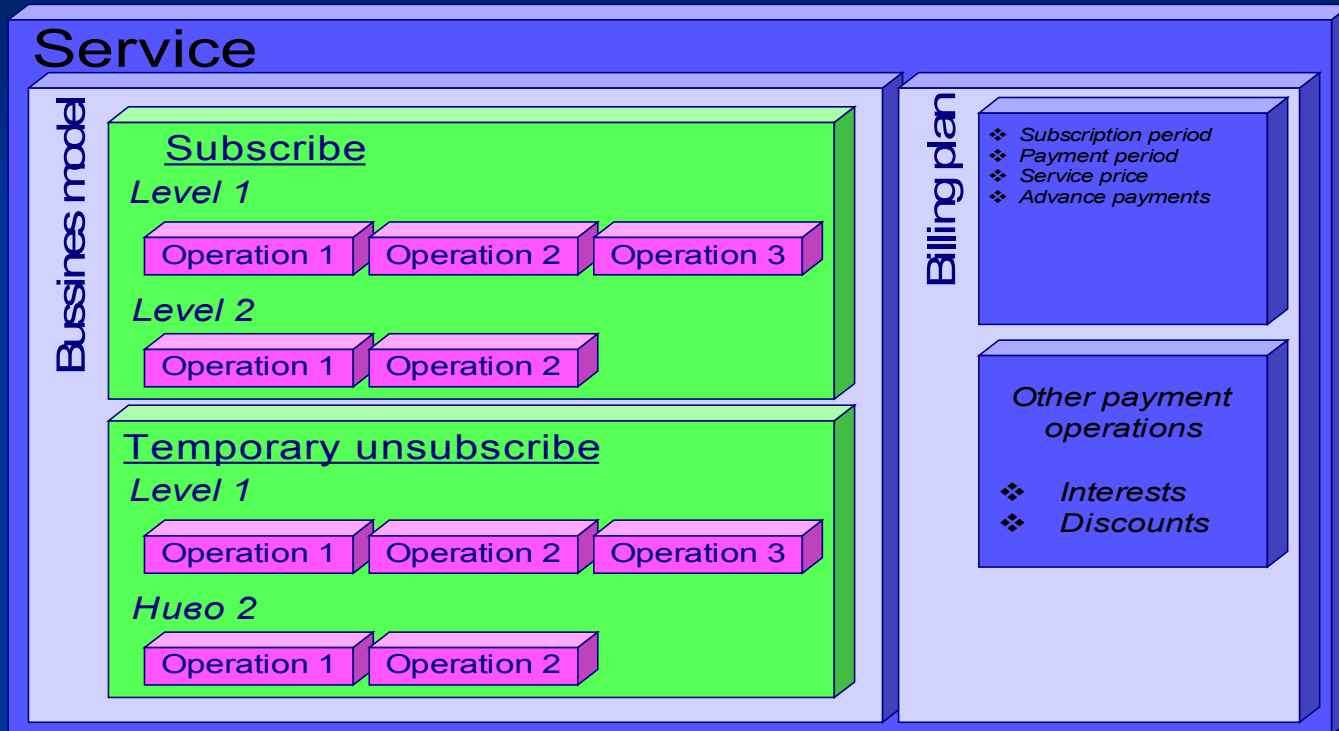
Services Module

- Service structure
 - Each service consists of 6 predefined tasks
 - Subscribe
 - Unsubscribe
 - Forced unsubscribe
 - Resume after force unsubscribe
 - Temporary unsubscribe
 - Resume after temporary unsubscribe
 - Custom tasks can also be created

Services Module

- Service structure
 - Each service task consist of series of operations
 - Operations are provided by different modules

Services Module



Billing module

- Supports 3 types of payments
 - Cash payments
 - Payments via bank – only basic functionality
 - Additional modules for
 - Payments via EPay.bg with web interface
 - payments via State Savings Bank
 - Credit-order payments
- Bank accounts information
 - Each bank payment is marked in which account it was made

Billing module

- Full set of inquiries
 - Income
 - Paid for day
 - New customers
 - Payments for a customer
 - Credit-order payments
 - Bank payments
 - and more

Billing module

- Adds functionality to service modelling for billing details for a service
 - Main payment scheme
 - Service period for subscription based services
 - Period for payment
 - Service price
 - Additional payment operations
 - Interest calculation for delayed payments
 - More operations are provided from other modules

Billing module

- Invoicing support
 - Supports invoices and bills
 - Customizable billing cycles

Network devices module

Internet module

- Base management for network devices
- Managing provisioning servers
 - DHCP servers (Supports ISC DHCP server)
- IP network management
- Managing IP networks and IP addresses
- Provides configuration operation for Internet services

Cable modems module

- Registers for all predefined cable modem parameters
 - Cable modem models
 - IP filters
 - LLC filters
 - NMAccess filters
 - Class of Service
 - DOCSIS 1.1 parameters – Packet classifiers, QoS parameter sets, Service Flows
- Provides configuration operation for cable modem based services
 - Cable Internet
 - VoIP

Cable modems module

- Cable modem and CMTS device support

Ticketing module

- Tickets for new subscriptions
 - Track calls from customers and the process of establishing new subscriptions
- Tickets for defects
 - Linked to specific subscription
- Ticket workflow management

Warehouse module

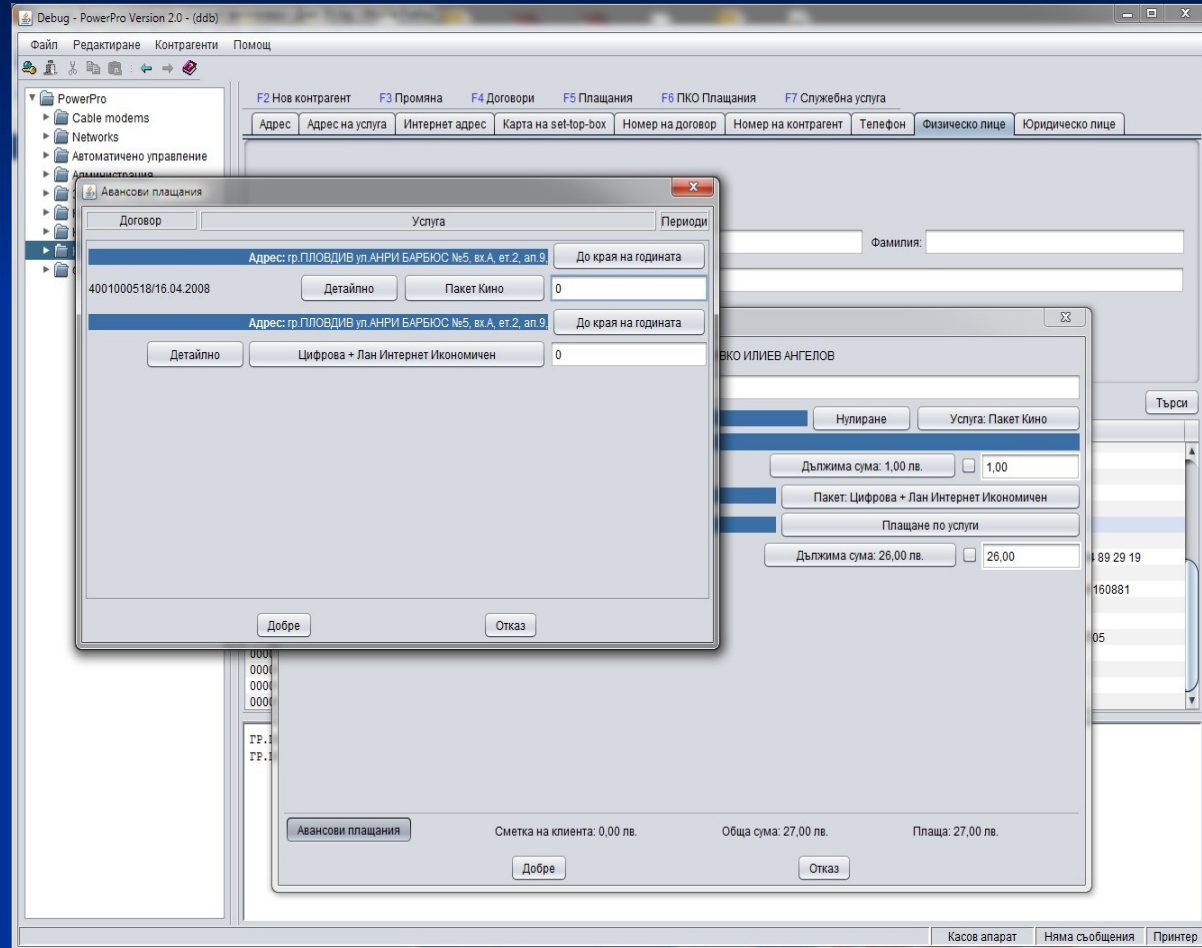
- Warehouse for materials
 - Cables
 - Splitters
 - Connectors
- Warehouse for devices and accessories
 - Cable modems
 - Set-Top-Box
 - Conditional Access cards
 - Patch cables
- Can track each device where it goes
- Can also sell devices and accessories to clients

PowerPro system requirements

- System is based on JBoss Application Server
 - Open source product with paid support
- Supported operating systems for middle tier subsystem
 - Windows
 - Linux
 - Solaris
- Supported databases
 - Oracle
 - Firebird – open source database
- Using open source products (database, application server and OS) reduces the initial cost for the installation

PowerPro system requirements

- Swing based rich GUI
- Easy to deploy – WebStart
- Supported operating systems for client console
 - Windows
 - Linux
 - Solaris



PowerPro Version 2.2

Thank You

dSoft-Bulgaria Ltd.