

1. Claridyne Background

Claridyne was founded with a vision of being a leading provider of next generation of Business Support Systems (BSS)/Operation Support Solutions (OSS) for telecommunication, data communication and utility services. Claridyne is a privately owned company led by a group of highly skilled and experienced professionals drawn from AMDOCS, Portal, Xacct, Cisco, GRIC Communications, Visa, EDS to state a few, with over 100+ years of managerial and technological experience. Claridyne has built a suite of products to provide a complete and comprehensive web based solution for service providers to manage their business operations more effectively and efficiently. The Claridyne product suite, "ClarVantage" has been developed with over 6 years of extensive research & development by professionals with extensive experience within the BSS/OSS space. Our product suite will support: "On Demand" Computing, VOIP, Web Conferencing, Internet Gaming, Streaming Media Delivery, Music Download, Wi-Fi and, Electricity Supply, Water Supply, Gas Supply to name a few and many more.

2. Claridyne Mission

"To be the leading provider of highly reliable, scalable, adaptable and user friendly systems for single-point delivery, settlement and billing for the next generation service providers."

3. Claridyne Positioning

For Service Providers, who require the flexibility to launch new services quickly, the Claridyne Billing solution is the right one - easy to use, adaptable and cost effective. Unlike recent market entrants, Claridyne is built on the latest open standards and web based technologies allowing smooth integration into today's and tomorrow's service delivery ecosystems. ClarVantage radically simplifies Service Provider's back-office infrastructure by providing integration platform, tools and applications that dramatically cuts costs and complexity of operations and enhances revenue streams, by enabling rapid launch of new applications and services.

4. Opportunity

Two of the major concerns in service providers' segment are reliability and scalability. Claridyne product suite is build to address these two areas very well. To fully develop the market potential in various segments, it would be beneficial to create well integrated suites of J2EE compliant products which demonstrate the portability, interoperability and manageability advantages of this architecture. In the service provider market, Claridyne would like to play a leading role in fostering the partnerships necessary to develop such a technologically coherent suite of complementary products. Currently Claridyne has partnership relation with CISCO, SUN Microsystem, HP, IBM, MicroSoft, just mention few.

As of today, the following is a high-level summary of functions ready:

a. BILLING

- Service Setup
- Service Profile Manager
- Unit Of Measure



- Contract Setup
- Plan Setup
- Account Settings
- Account Management
- Service Activation
- Meter Reading
- Bill Generation
- System Monitor & Scheduler
- Event Notification & Alert Escalation
- Role Definition (e.g. Agent, Admin, Executive)
- User Management
- Menu Management
- System-wise Audit Trail
- CDR Loader
- Rating Engine
- Billing
- Invoicing
- Periodic Purge

b. eCare or Web Self-Care Portal

- Account Register/Login/Logoff
- Account Overview
- Services/Plans View
- Bill History
- Bill View
- Bill Pay
- Navigation to Trouble Ticket and reporting modules
- Help/FAQ

c. Reporting

- Bill Generation – View Bills
- Consumer Information Report
- Consumer Meter Installation Report
- Consumer Open Issues Report – Daily
- Consumer Payment Due Report General
- Consumer Payment Due Report (Daily)
- Consumer Payment Received Report(Daily)
- Consumer Payment Received Report General

d. Trouble Ticket Tracking

- User Creation
- Project Creation
- Issue creation
- Issue Assignment



Issue Modification
Issue Closing
Issue Reports

And many more features

Create issues by issue type and create projects for the following:

- Meter Installation
- Meter Repairs/Replacement/Loss
- Service Activation/Deactivation/ Service-Continuity Issues
- Billing Issues

We are also currently working on an initiative to enable PDAs to carry out Service Activation & Meter Reading for utility services.

5. Contact Details:

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