TimelyBill®
Operations Support System

TimelyBill was designed to meet the needs of both Communications Service Providers and subscription billers alike. Whether you are looking at VoIP, Triple Play, Quad Play or Products of the future, TimelyBill was built to meet all of your back office needs. Our hosted model can deliver best in class billing and OSS, at an affordable and predictable price, for any organization from start-up to millions of subscribers.

TimelyBill offers a full set of tightly integrated components built to work together off the shelf. Each of the components also have an open API which allows for cost effective integration to your existing and future applications and web sites. These same API's provide an effective channel for integration to partners and third-party systems.

Rating and Billing
TBCDRAuditor - CDR Auditing & Calc.
TBCDRRater - Message Detail Rater
TBCollections - Collection Mgmt.
TBCustomer - Billing / CRM Core
TBInvoicing - Invoice Generator

Product Management
TBActivationCode - Gift Code Mgmt.
TBProducts - Product Catalog
TBShipping - Shipper Interface

Operations Management
TBAlarms - Data Alarms
TBEmployees - Employee/User Mgmt.
TBSchedule - Work Order & User Schedule
TBWorkflow - Workflow Mgmt.

Customer Management
TBAddress - Address Validation
TBAdjustments - Adjust. & Credit Mgmt.
TBAutoDebit - ACH & CC Processor
TBOrderManagement – Order Mgmt.
TBPayments - Payment Mgmt.
TBQuote - Quoting Component

Revenue Protection
TBDunning - Dunning Mgmt.
TBFraud - Fraud Screening & Handling
TBUsage - Real-time Usage Monitoring

Financial & Reports
TimelyBill Reporting
TBLedger - General Ledger
TBTaxes - Tax Integration/Mgmt.
TBPartners - Commission Mgmt.

Provisioning / # Management
E911, CNAM & LIDB Mgmt.
TBANI - NANPA, Toll Free Number Mgmt.
TBBAF - Binary AMA File Mgmt.
TBProvision - Automated Provisioning
TBtoDash - TimelyBill to Bandwidth API

Support & Portals
Customer Portals
Agent / Partner Portals
TBGeneral - Common Functionality
TBTrouble - Trouble Ticketing
TBSend - Messaging Interface

TimelyBill was designed from the ground up with three core principles in mind, Functionality, Flexibility and Scalability.

Functionality — When a company needs to integrate multiple software applications to support their back office, it not only introduces additional integration expense, but exposes more points for failure or incompatibility. TimelyBill addresses this by combining more than 25 tightly integrated subsystems into a single-stack billing and OSS application. Every one of the TimelyBill's subsystems is built as an open API, allowing us to integrate any existing software in which a company may have already become invested.

Flexibility — Integrating and customizing a billing and OSS package with a similar scope as TimelyBill can easily increase your cost by three or more times the license cost. We've addressed these costs by providing the ability to configure and customize the TimelyBill software at your fingertips, right from the user interface! Whether you need to manage individual field permissions or map BAF codes to call records, you have the power to do it, in real-time, right from the user interface.

Scalability — TimelyBill was designed and tested to go from startup to supporting millions of subscribers without missing a beat. Gone are the days of mainframes and minis and their associated costs. The TimelyBill software suite was designed to operate at an efficiency level that allows it to run on inexpensive commercial off the shelf (COTS) hardware.

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TBCustomer™ – Billing/CRM

The core of the TimelyBill suite includes multiple components that together handle all of the CRM and Billing related functionality including automatic payment options, billing cycle dates and assigned organizations. Search for customer accounts multiple ways including one-click "Quick Search" from anywhere in the system by entering a key piece of data such as a name, phone number, ESN, or even a barcode scan. The powerful customer view provides visibility and links to all aspects of the customer from general data, contact information, automatic payment data, services, invoice history, trouble tickets, workflow packages, call detail, payments and adjustments. Some of the many options readily available to agents include the ability to assign invoice profiles, automated pin generation, web access, and automated CPNI notifications.

TBCDRRater™ – Message Detail Rater

Whether your message data (which includes any message transactions including calls, bandwidth, per-use, etc.) is imported via BAF files, flat files, or real-time interfaces, it will be stored in a unified data store. At that point TBCDRRater takes over. Rating can happen on any predefined schedule including near real-time. TimelyBill offers advance rating features. One popular feature is designing "free-minute" plans based on groups of dialed digits. This allows for the creation of "free-minute" packages that combine specific areas in different countries under the same block of free minutes.

TBCDRAuditor™ – CDR Auditing and Margin Calculator

TBCDR Auditor provides a facility for configuring and importing CDR files from upstream carriers. Once this data is in TimelyBill, call margins and call exceptions can be identified. This feature allows you to easily identify unacceptable call margins and billing errors from your upstream provider.

TBInvoicing™ – Invoice Data Generator

TBInvoicing allows you to define an unlimited amount of invoice profiles. Each profile can contain different invoice templates, email configuration data, additional images for insertion and options for automatic transfer to a print facility. This allows for the definition and assignment of invoice cycles to your customer and late fee configurations. Static invoice messages are great but TimelyBill takes this to the next level by dynamically generating and adding messages to an invoice based on business rules, customer data, and aging history.

TBPDFGenerator™ – Invoice PDF Generator

The PDF Generator component is used to create PDF versions of customer and partner invoices for internal GUI access, local printing, and email transmission. This application also allows you to generate PDFs to support local printing of an invoice run. The PDF generator is also capable of producing invoice files based on the size of the invoice, for instance one file containing one page invoices, another containing two page invoices, etc.

TBCollections™ – Collection Management

TBCollections allows for the management of collection accounts. It provides both internal and external capabilities. First, it prevents agents or customers using self sales interfaces to add new services to an existing collection account. It also maintains an internal negative file on collection accounts. As new customers are entered into TimelyBill, TBCollections will check the new account taxpayer ID, street address and partial name matches against the internal negative file. All potential matches are then presented to the agent in order of likelihood of an exact match.

TBActivationCode™ – Gift Card/Activation Code Management

TBActivationCode is the best solution for all your Gift Card, Pre-Paid Card, Activation Code, and Promotion Code managements! Codes can be created internally or imported from third party code providers.

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TBProducts™ – Product Catalog

The back-bone of the TimelyBill system, this component allows for the definition of all products and packages available, internal and/or external, to the OSS. It is a convergent catalog and allows definition of products across multiple types of providers including but not limited to Telephone, VoIP, Cable, Internet, Utilities and General Merchandise. Some of the advanced functionality allows for identifying whether the product is available for sale in the TimelyBill GUI, customer web interfaces and/or partner/agent web interface. It also provides advanced pricing definitions that allow for recurring, non-recurring, cancellation fees, deferred billing, promotion periods and more to be associated with a single price level.

TBShipping™ – Shipper Interface

TBShipping provides a real-time interface to shippers for the purpose of establishing accurate shipping quotes based on customer's location, product weight, number of items, and shipping method. It also generates shipment orders, labels and tracks the entire shipment. TimelyBill provides your organization with the most advanced functionality for your online retail sites and for the facilities to then manage those orders, get them out the door, and most importantly, do so without the potential revenue loss from inaccurate shipping rates. With TBShipping, you also have the ability to configure different markups and availability based on the shipper and service.

TBAlarms™ – Data Alarms

Not to be confused with hardware alarms, TBAlarms is a powerful data monitoring tool providing a flexible system for performing fraud screening, agent monitoring, event notification and just about anything else that can be derived from your OSS database. This component allows you to create data alarms, which consist of a database query, how the results should be evaluated, i.e. no records, records, count, etc., and how often TimelyBill should check for the alarm condition. TimelyBill also provides options to select from multiple notification methods on an individual alarm basis, including; trouble ticket, email, event log and alarm summary.

TBEmployees™ – Employee/User Management

With this component, organizations can create and manage the employee data and access group permissions needed to provide safe, secure access to only the functional areas that users are required to access. Keeping with the goal of being one of the most versatile OSS platforms around, new permission types can be created at any time. This ability to add new permissions not only makes it easier to release new TimelyBill functionality, but allows service providers to integrate TimelyBill permissions into any custom interfaces within their organizations. As new permission elements are created, you can immediately assignment to access specific functionality or even individual fields in TimelyBill.

TBWorkflow™ – Workflow Management

TimelyBill's workflow management subsystem automates the initiation and tracking of complex workflow packages. You can create templates that can be initiated automatically based on a service order. Those templates may include both manual and automated steps via TProvision (TimelyBill's automated provisioning system). Workers responsible for each step are notified automatically via a template based email informing them of the action required. Upon completion of the workflow package, the system can automatically change the provision and billing status of the related services, eliminating the possibility of revenue leakage. As with most TimelyBill subsystems, TBWorkflow supports custom fields and user notes.

TBAddress™ – Address Validation

TimelyBill comes complete with its own address validation component. Loading the USPS database into the TimelyBill data structures, or converting your own address database, or MSAG, gives companies the power of validating billing and service addresses in a fraction of a second. With a street number, name and zip code, TimelyBill can typically establish the entire address including the plus 4 code. If CSRs have a difficult time trying to understand the customer street information or their spelling is inaccurate, they can simply pull up the list of valid streets in the area and select the appropriate one. TimelyBill also maintains database flags to let your organization know which addresses have or have not been validated.

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TBAdjustments™ – Adjustment/Credit Management

TBAdjustments allows the application of credit or refund transactions to a customer account or even a specific service. TBAdjustments also includes some advanced features, including the ability to automatically calculate and apply tax refunds when a taxable service is credited. TimelyBill also supports single click refunds of call records and provides a mechanism to track and prevent call records from being refunded more than once. TimelyBill will also automatically calculate and apply refund adjustments on pre-paid services that are terminated early.

TBAutoDebit™ – ACH/Credit Card Processor

You've billed the customer, now you want to collect the revenue as efficiently as possible. TimelyBill not only allows you to perform one time ACH and credit card transactions, but you can also schedule customers to have their bank account or credit card processed automatically, on a recurring basis. Utilizing TimelyBill's customer web interface, your customers will be able to make customer initiated payments without the costs associated with making the payments through a Customer Service Representative (CSR). TimelyBill also supports different methodologies of retrying failed automatic payment transactions.

TBGeneral™ – Common Functionality

The TBGeneral component provides common access to multiple organization configurations, system customizations and general ledger configuration data. TimelyBill allows for multiple independent organizations to be configured and operated independently in one software instance. This allows for advanced implementations required by service bureaus, ILEC/CLEC combinations, or multi-level marketing (MLM) companies looking to provide functionality to related organizations.

TBOrder Management™ – Order Management

TBOrderManagement provides TimelyBill users with direct access to order management from inside any customer account. TimelyBill's order management feature automates and streamlines order processing for telecom service providers. Order management facilitates order-to-cash processing by eliminating bottlenecks, redundancies and errors. The order management "template builder" utilizes drag-and-drop technology allowing the creation of custom data input screens. These screens can be assigned to individual products, categories and types. Benefits include faster sales flow, improved customer relations and smoother order processing.

TBQuote™ – Quoting from Inside Any Customer Account

Similar to other TimelyBill systems, TBQuote consumes configurable profiles, allowing you to store different treatment and templates. These quoting templates can be applied to various types of customers or services. Quote PDFs are created with the simple click of a button. A file history log of PDFs is maintained for a particular quote. TBQuote also supports advanced features, such as tax calculation directly inside each quote. When a customer accepts a quote, simple services can trigger the automatic creation of services and invoice generation. Like all TimelyBill features, TBQuote supports permission based access and full audit logging.

TBPayments™ – Payment Management

TBPayments manages all payments and payment reversals. These payments include cash related, automated payments, real-time credit card, gift cards, ACH and even lock box transactions. TimelyBill allows for support of multiple credit card and ACH providers at the same time, configurable through the user interface. Credit card processing also supports credit card readers without loading software on the workstation. Gift codes can be created and managed via the OSS, and can be configured to post as payments or adjustments.

TBDunning™ – Dunning Management

TBDunning combined with TBFraud and TBUsage make up TimelyBill's revenue protection system. TimelyBill's Dunning Management component provides you with the power to create business rules on customer's aging information, account data and current balances to effect custom notifications and actions. With little configuration, organizations can trigger email reminders to customers, create letters for printing, perform automatic provisioning i.e. suspend services, change account status to collections, or write-off accounts including performing all necessary general ledger transactions. If your organization needs to process a custom function.

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TBFraud™ - Real-time Fraud Screening and Handling

TBFraud along with TBDunning and TBUsage make up TimelyBill's revenue protection system. If your business involves real time web transactions, it's not likely your organization can verify a fraudulent transaction that comes through in the middle of the night. TBFraud allows you to configure business rules to related credit card activity, calling volume and customer credit limits. Additionally, users can configure what actions to trigger when a suspected fraud transaction is encountered. Actions can include processing payments, suspending services, restricting web access and sending template based emails.

TBUsage™ - Real-time Usage Monitoring

TBUsage along with TBDunning and TBFraud make up TimelyBill's revenue protection system. TBUsage provides the necessary tools to monitor the usage of your customers and address any unusual volumes prior to the customer billing cycle.

TBLedger™ - General Ledger

TBLedger creates electronic double entry ledger records for every financial transaction. This data can be used to export to external financial/accounting systems or as an additional source of audit data. All transaction data is created automatically when a financial transaction occurs.

TBPartners™ - Partner/Distributor and Commission Management

TimelyBill and its TBPartners component allows for the management of partners, distributors or agents and their commissioning plans. TBPartners provides the ability to create a hierarchy of partners, associate commissions (one time payouts), residuals (recurring payouts) and charge-backs, which allow for the recovery of commissions and/or residuals when services are terminated before the defined period of time. This module also includes advanced functionality such as the ability to "re-brand" bulk services when partner organizations are sold to another partner or merged to a new entity. It also has the ability to relate partner accounts to customer accounts and navigate between them for the purpose of managing demo type units or other services.

TBTaxes™ - Tax Integration/Management

The TBTaxes' engine allows you to decide your tax strategy. These strategies include either full control over your tax rules (from the TimelyBill GUI), allowing Bill Perfect to manage your tax data, or even real-time interaction with many of the third-party tax providers. If you choose to manage your own taxes you can easily add new tax records and surcharges simply through the user interface. TimelyBill also provides a simplified method of placing upcoming tax changes in place to automatically take effect on a specific date.

TimelyBill Reporting

TimelyBill leverages Business Objects' Crystal Reports engine on the .NET platform to provide "canned" and custom reports. You have both the ease of use that comes from accessing the reports in the same user interface, and all of the common functionality expected from the Crystal Reports engine. New reports can be added at any time by simply uploading them into TimelyBill. The TimelyBill engine will automatically make the report available and dynamically present the report parameters. TimelyBill will also provide you with the ability to schedule the delivery of reports by email with pre-defined criteria.

TBProvision™ - Automated Provisioning

Our unique provisioning system design, combined with the tight integration of TBProducts provides "true" flow-through provisioning to most hardware you may implement without the need for a large number of pre-built device interfaces. TBProvision's "off the shelf" functionality allows provisioning of devices through SQL, Telnet, LDAP,HTTP, FTP, Terminal Emulation (TL1 type interfaces), email, command line programs and EDI to ILEC's via a third party provider. What TBProvision allows you to do is build provisioning "plans". These "plans" contain the required provisioning information necessary to execute up to ten different provision methods per configuration (common examples: activate, suspend, resume and de-provision, etc.).

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E911, CNAM and LIDB Management

TimelyBill has addressed many LEC related issues that are often ignored by software vendors. Three of these are E911, CNAM and LIDB management. Using the standard order and service management screens, CSR's can manage caller ID names, E911 address information and line restrictions. New orders and changes can also initiate an automatic record export to an external file for delivery to your 3-party database provider. With some third-party providers, such as Dash Carrier Services, TimelyBill can process the updates in real time. When not integrated with a real time provider standard E911 files are exported using a NENA file format.

TBANI™ – NANPA, Toll Free, and Fictitious Number Management

TBANI allows you to pre-load and manage all your number inventories. During order time, CSRs can search for vanity numbers by digits and letters. Numbers can be automatically recycled following a pre-determined period after termination and ported numbers released. TimelyBill supports real-time ordering of numbers to customers of Dash Carrier Services.

TBBAF™ – Binary File Management

The BAF file processing component provides you the ability to mediate your switch files without having to license a third party mediation engine.

Customer / Partner Portals

In today's competitive business environment customers expect a self-care portal. Whether you are a start-up or an established business, we have the right solution for you. TimelyBill Portals can work as a stand-alone web site allowing a rapid turn up of all portal options. For the more established organizations, you can wrap the functional layer only or the navigation layer into your existing website. By simply changing some options in your administration interface, you can allow or restrict users from processing real time payments, viewing/modifying customer information or even accessing call detail in near real-time.

TBTrouble™ – Trouble Management and Ticketing

TBTrouble is one of the most tightly integrated components in the system. It performs trouble management and ticketing functions. Other components, such as TBProvision, allow service providers to configure ticket settings for certain actions. When an event occurs, such as a provision failure, the TimelyBill system will automatically generate the appropriate ticket and if applicable, send a corresponding email notification to the responsible user or department. When it comes to creating tickets for users, organizations have the ability to link tickets together to manage "global" tickets for wide spread troubles. TBTrouble also allows agents to configure automatic email and/or telephonic notifications back to the customer(s) when the ticket is closed. With a couple simple configurations, your customer can initiate their own tickets without even picking up the phone.

TBSend™ – Messaging Interface

TBSend is a component used for efficient and reliable customer messaging. It provides the ability to send emails to individual customers and mass customer lists. The component has the ability to read either text based or HTML templates, and then replaces variables throughout the email with customer, invoice, service, shipping, workflow, trouble ticket or order data. Combine this with the rest of the OSS suite and customers can be sent an email when their accounts are created, orders are placed, shipments are sent, invoices are generated, balances are past due and more! All email templates can be designed by your organization. In addition to all the integrated email functionality, you can use the messaging interface to test and send ad-hoc emails such as maintenance notifications or new product announcements.