# MATRIXX Enterprise Group Sharing

All enterprises, whatever their size, want real-time visibility and control of the services and the consumption they buy from service providers in the same way consumers are used to. They want a digital experience that gives visibility of what they are using across the whole organization, not just at a per-employee level, that provides a better way to manage their large employee base, including departmental budget control. Furthermore, they want a different approach to the management of 100s (or even 1,000s) of mobile plans across their organization and a solution to the exploding cloud consumption costs and associated bill shock that comes with each department practically writing a blank check each month.

Plans and allowances shared across a group of subscribers fix this. It brings all mobile subscribers into one ecosystem that is managed as a group for the enterprise, similar to what could be offered to an individual with a number of devices, a family or a small business. Sharing is a flexible way to manage resources that are consumed across the group, which, in addition to mobile data, could be for any other service that requires spend or usage tracking, including fixed, VPN, fiber, control of software user limits or cloud compute and storage limits.

Sharing is an efficient way for an enterprise to control and manage a large number of employees' usage. Rather than giving 100 people each a plan with 5GB of data, with many people either under-consuming or over-consuming, sharing a plan of 400GB may be sufficient for a month. This is cost-effective as a customer offering (as 500GB is cheaper than 400GB) but gives more of a sense of value which drives trust and loyalty. By adding an associated dashboard on top of the enterprise department structure showing usage at each level and individually, with slider-based controls to set and change threshold limits, people can be allocated capacity based on what they need by the customer themselves. With automatic configurable notifications sent when departments and individuals are close to and exceed these limits, the customer's administrator does not have constantly monitor who is using what. This gives today's mandatory level of control and flexibility to the customer and is a true digital experience. It also means less interactions with service provider account teams, reducing service provider costs and certainly compensating for a cheaper offering cost.

## Sharing at Scale

Sharing at enterprise scale could mean hundreds, thousands and even tens of thousands of subscribers accessing a single shared allowance or balance. The shared balance receives a large volume of concurrent requests that must be responded to immediately, with no latency and no errors. The balance must always be correct with no underuse that penalizes the customer or overuse leading to revenue leakage. Many databases cannot guarantee the required accuracy and latency, locking and lack of transactional integrity, making it just not possible for the software that uses them to support sharing across enterprise-level hierarchies.

The MATRIXX digital monetization solution was designed for the modern service provider, supporting the volume of transactions in today's world in real-time with guaranteed accuracy. The solution includes a purpose-built in-memory database combined with an algorithmic decision engine and parallel processing for transactions which supports tens of thousands of subscribers sharing a balance, with no change in performance, the correct answer every time and no user latency enabling sharing at scale.

New propositions, including sharing, can be launched quickly and easily, encouraging customers to include more devices or consolidate subscriptions with one provider.

# Real-Time Dynamic Sharing by Design

The MATRIXX digital monetization solution by design handles real-time balance sharing within groups, allowing sharing across simple family relationships and enterprises with complex hierarchy levels and departments — mirroring the organization structure. Sharing works irrespective of subscription type or payment method. All set up and group management activities are exposed via API for use in CRM and other engagement layer systems and applications.

## Sharing in a Hierarchy
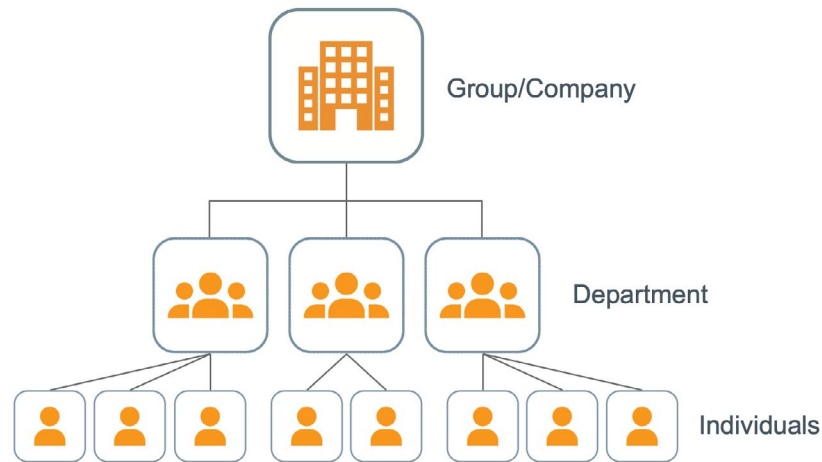


As well as the types of groups and top-down sharing mentioned above, dynamic sharing is also possible. Subscriptions can be set up to share included allowances with a group set up on an ad-hoc basis or within an existing group. A subscriber can be in more than one group at the same time and can have group and non-group balances.

Subscribers and account owners have real-time visibility of their own and shared balances on the dashboard in their app or other digital channels. They have full control in real-time, can add and remove group members, and set up notification thresholds and limits for the group, for nodes in the hierarchy and for individual users. Having limits for departments or individuals ensures fairness, but allowances can be moved, if say, sales needs more this month and marketing has used less than usual. Top level balances are viewable with drill down to all levels in the hierarchy.

Mobile, or any other services controlled in real-time by MATRIXX, have a guaranteed accuracy ensuring a shared allowance, balance or credit limit will never be breached. Where events or usage are passed to MATRIXX once service has been consumed post-event, say when a call completes, or cloud usage is provided every hour, the accuracy of sharing and limits can only be controlled taking that window into account.

# Sharing Examples

## Mobile Data



Screenshot Example: Limit and consumption per department using shared mobile data. Slider based controls to allocate different departments' share as a percentage or fixed amount of the allowance.
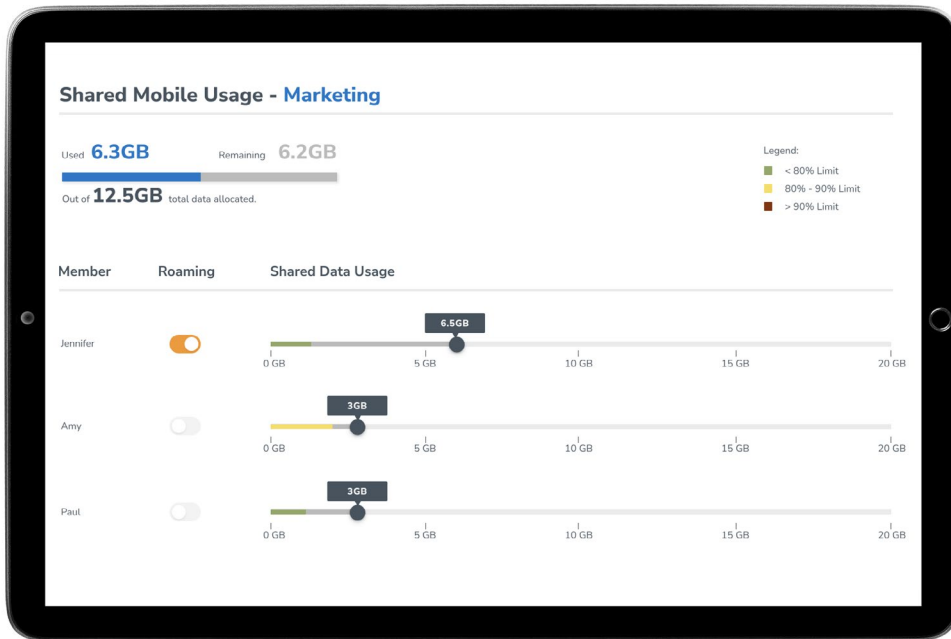


Screenshot Example: Marketing department drill down showing individuals.

## Software License Control

If the enterprise has a 100-license limit, MATRIXX's control of that limit depends on how the 101st user connects. If the request for a license is made to MATRIXX, it will check the limit and if greater than 100, service is denied. If the 101st license request is granted by another system in control of the license grants and the information is then passed to MATRIXX, this will trigger an exceeds notification that will be sent to that system.

## Cloud Usage

To mitigate against cloud usage bill shock and give their customers visibility and control, a European service provider uses MATRIXX to monitor and bill for cloud services across their own cloud and a third-party public cloud provider. Data from their own cloud is provided to MATRIXX every hour and from the public cloud provider every 24 hours. This data is aggregated, and usage and spend information is provided on a near real-time analytics dashboard to customers. This includes a split across the two clouds and information on what types of cloud resources are being used; for example, storage, compute and data transfer with limits able to be set against each of these. For a restaurant customer, the sample screenshot shows what parts of their operation are using the cloud services, for example, online bookings, website, bookings, etc.
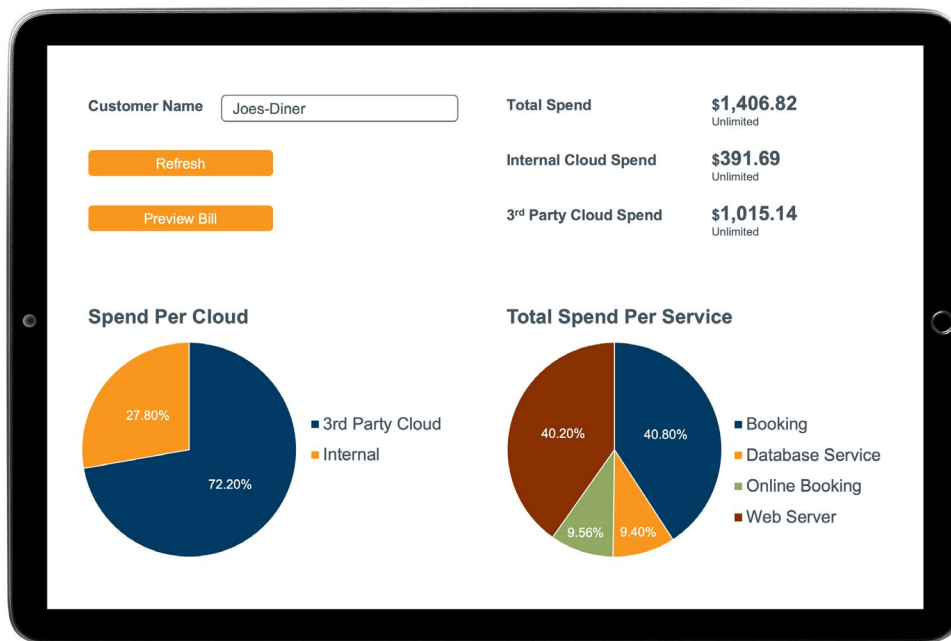


**Screenshot Example: Cloud Dashboard**

# MATRIXX Can Uniquely Support Enterprise Sharing

With large group size capability and guaranteed accuracy for real-time services, the MATRIXX digital monetization solution is unique in its ability to support sharing of allowances for large and small companies or organizations. This is proven in production with sharing groups of twenty thousand subscribers. The underlying in-memory database and technology, and processing business rules in parallel, fully support concurrent balance updates, meaning customers always have an accurate balance and credit limits are precisely managed.

## About MATRIXX Software

MATRIXX Software delivers a modern converged charging and digital monetization solution proven at scale. Global operators like Telefónica and Telstra, IoT providers like Tata Communications and network-as-a-service (NaaS) providers like DISH rely on the platform to overcome the limitations of traditional Business Support Systems (BSS). With MATRIXX, service providers can rapidly configure, deploy and monetize personalized, innovative offerings. Its cloud native platform delivers accurate, real-time information that improves customer engagement. MATRIXX enables commercial innovation and real-time customer experiences that drive revenue and growth opportunities across multiple markets.

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