



# Enterprise Control

A new Digital Experience for Enterprise  
based on real-time visibility and control

# Enterprise Billing is stuck in the past



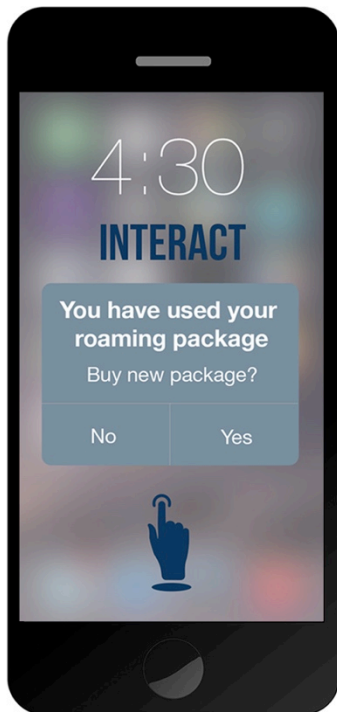
Real-time business support systems (BSS) are transforming the consumer mobile experience. Consumers can view accurate balances, set spend controls, purchase data top-ups and access new services on-demand, through online self-care channels.

Enterprise customers however, are served by back office, batch-oriented bean counting systems that are offline and out of the view of the customer. This batch billing process is little changed since it was first introduced 25 years ago. The time lag between employee usage and customer visibility of the account charges gives rise to a continuous cycle of unexpected charges, queries to the account manager, disputes that require escalation, credit write offs, dissatisfied customers with no real control over their mobile costs and ultimately churn to another service provider.

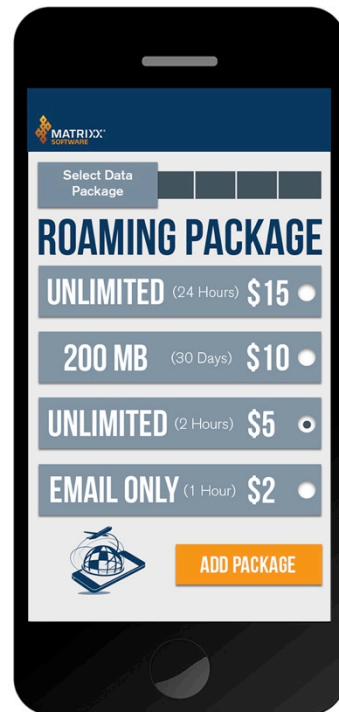
In today's digital world, the Enterprise Experience needs an upgrade, batch billing delays and unexpected charges are not good enough, and must give way to accurate dashboards and spend controls that are real-time and put the Enterprise customer in control.

Digital Service Providers are improving the customer experience with user friendly self-care apps delivering rich functionality. Digital consumers can manage usage, purchase new services, set spend controls and share balances without the frustration of traditional care channels.

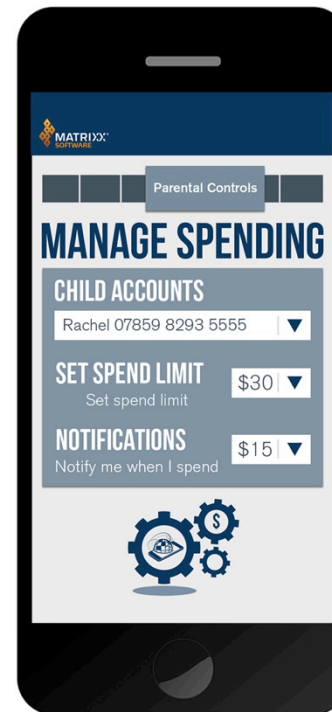
**It's time to extend the real-time experience to enterprise.**



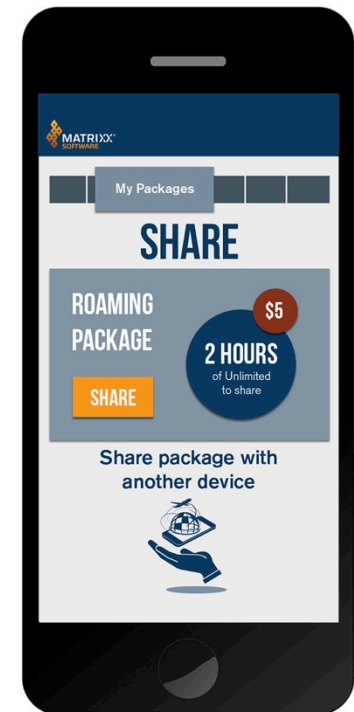
**Data Usage  
Alerts**



**Instant Access  
to Services**



**Personal Spend  
Controls**



**Sharing across  
Devices**

## Resource Pooling and Tracking

Enterprises often negotiate bespoke contracts that are right sized for their needs, consisting of large pools of resources or minimum commitments. Tracking and managing these bespoke contracts is a headache for the Enterprise and their service provider. With MATRIXX, Enterprises have the tools to enjoy full, dynamic control over how they manage, allocate, share and reallocate pooled resources of minutes and data across their organizations.

Thousands of employees can share a large pool of data and minutes, and the administrator is given a real-time accurate view of spending from the top of the organization, through the departmental levels, down to the individual and device. Spending and consumption are rolled up automatically within organizational hierarchies with full Enterprise control to reallocate as needed between departments, divisions, or even employees. Spending limits and notifications can also be set across the hierarchy to actively manage the account and ensure minimum commitments are met and resources are not wasted.

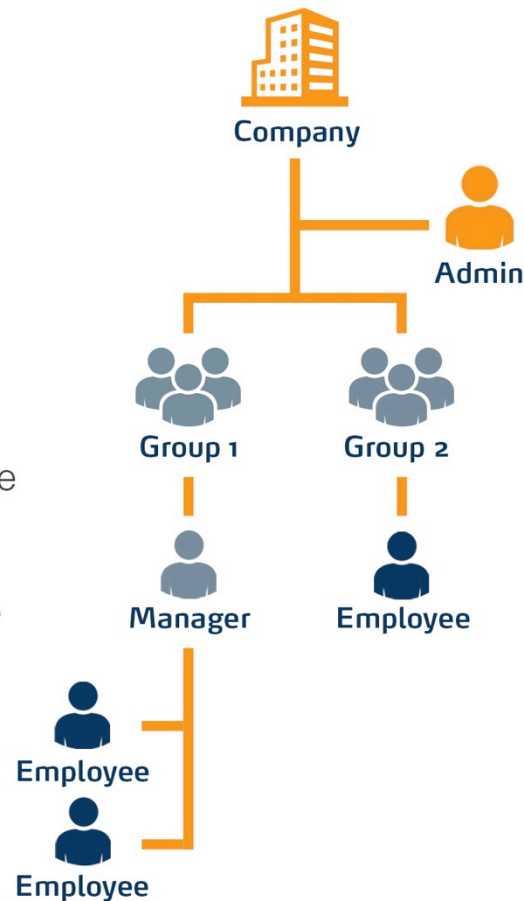


## Tools to self-manage groups and hierarchies

Enterprise charging is more complex than with consumers; business accounts are larger with potentially thousands of users, users are grouped to track costs across different business units, and a hierarchy dictates who can administer the account and purchase additional services on the account.

Organisational structures evolve quickly and groups will need to be updated frequently in real-time as users move departments, new groups are created and other changes reflect growth or contraction. Hierarchies with different levels of authority are an important control mechanism for Enterprise customers. Enterprise accounts usually have at least 3 levels (administrator, manager, and employee) all with different privileges, levels of account access and notification requirements. An Enterprise marketplace can make relevant enterprise offers available to users based on their level in the hierarchy.

Enterprise control in a digital world must include tools that can manage groups and hierarchies in real-time.



## Accurate Mobile Spend Forecasts

Accurate budget forecasting is a key part of running a successful business. Mobile phone bills have traditionally been a challenge for financial controllers due to the long delays between usage and receiving the bill. Employees can run up large unexpected charges, by using data roaming in particular, which may go unnoticed by managers until the bill arrives and is analysed.

If the financial controller is only allocating costs incurred and has no control over future costs they cannot accurately control their communications spend. For other aspects of their business, financial controllers set and monitor budgets and have control tools to ensure departments don't exceed budgets without prior approval.

Real-time usage notifications and spend controls allow financial controllers and business owners to prevent overruns and accurately forecast their monthly bill.



# MATRIXX offers Enterprise class visibility

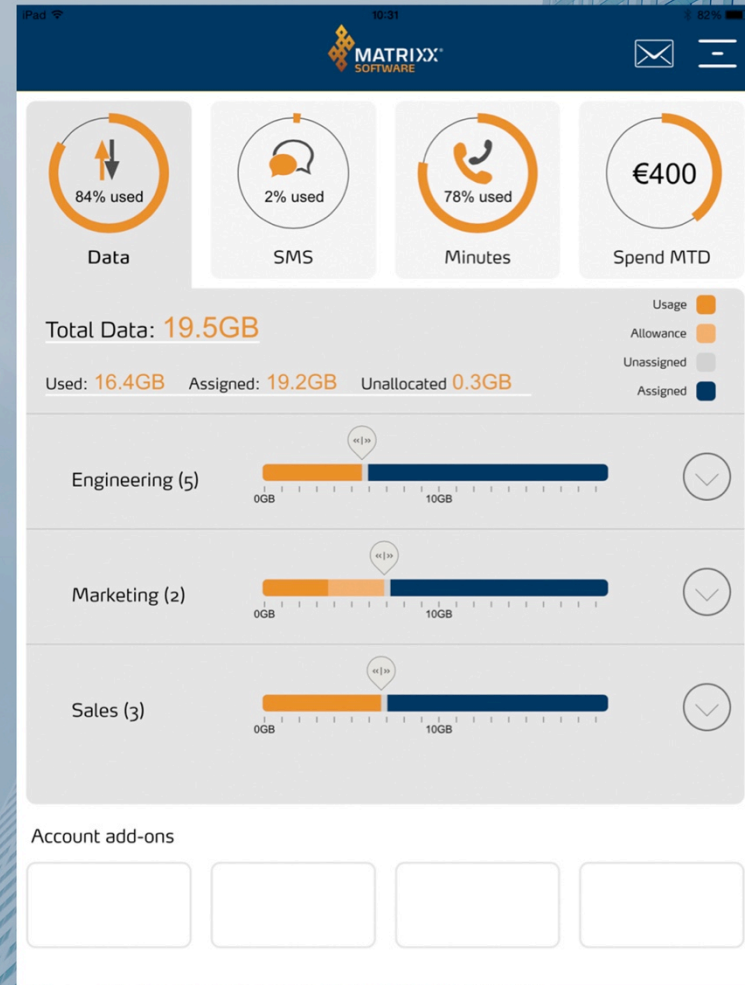
With the MATRIXX solution, Enterprise customers can track and monitor usage through an online dashboard that shows all account activity and spend in a rich interactive display.

Configurable Alerts

Account Level Dashboard

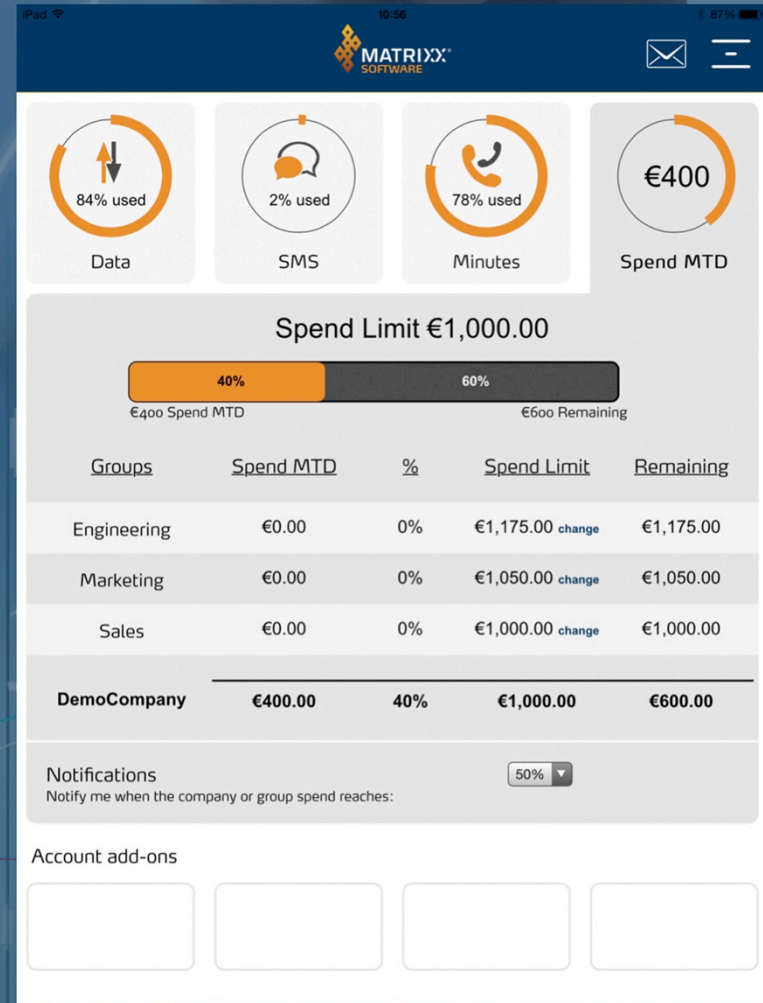
Sliders to allocate balances

Drill down to individual usage



# Real-time Budget Management and Business Control

With the MATRIXX solution a Digital Enterprise can set group and individual spend limits, configure notifications and accurately forecast the total account spend each month.





# MATRIXX Enterprise Control Solution

## Digital Channels:

Real-time dashboard for account admins



Usage Dashboards for individual employees



## Network and BSS Layer:



**Unified Policy & Charging**

Other BSS Systems

Mediation & Billing

Network Layer

The MATRIXX solution is based on our next generation Unified Policy and Charging product which delivers a real-time BSS capability to service Digital Channels. The underlying architecture is unique to MATRIXX and features patented technology that was designed to handle the demanding loads associated with maintaining spend and usage balances simultaneously for millions of users in real-time.

# A Real-Time Experience for Enterprise

Spend Controls & Self-Management Tools



## Track Spend and Usage

Dashboards for account administrators to track usage, purchases and charges in real-time



## Manage Groups & Set Limits

Self-service tools to group & ungroup users, set departmental limits and perform budgeting in real-time



## Enterprise Marketplace

Additional services (e.g. data roaming) are available on-demand through a dedicated Enterprise Marketplace



## Enterprise Control

The financial controller has the tools to take action and manage employee spend in real-time

## About MATRIXX Software



MATRIXX Software is Powering the Future for market-leading Digital Service Providers (DSP's) worldwide.

Through patented real-time technology, MATRIXX enables service providers to innovate and profit from the transition to digital. The MATRIXX platform combines real-time charging, policy and analytics enablement to offer a differentiated customer experience. Its technology provides DSP's with unique market advantages by delivering unrivalled performance. In deployment, it is proven to outperform existing real-time systems by greater than 100 times. Using MATRIXX, DSP's can accelerate data monetization, rapidly deploy new service propositions and drive customer engagement.