

Monetize your services with...

The promise of cloud is a great one – the freedom for an organization to move its IT infrastructure to an on-demand, elastic and scalable model – and an opportunity for vendors to target a new and exciting prospect of service delivery.

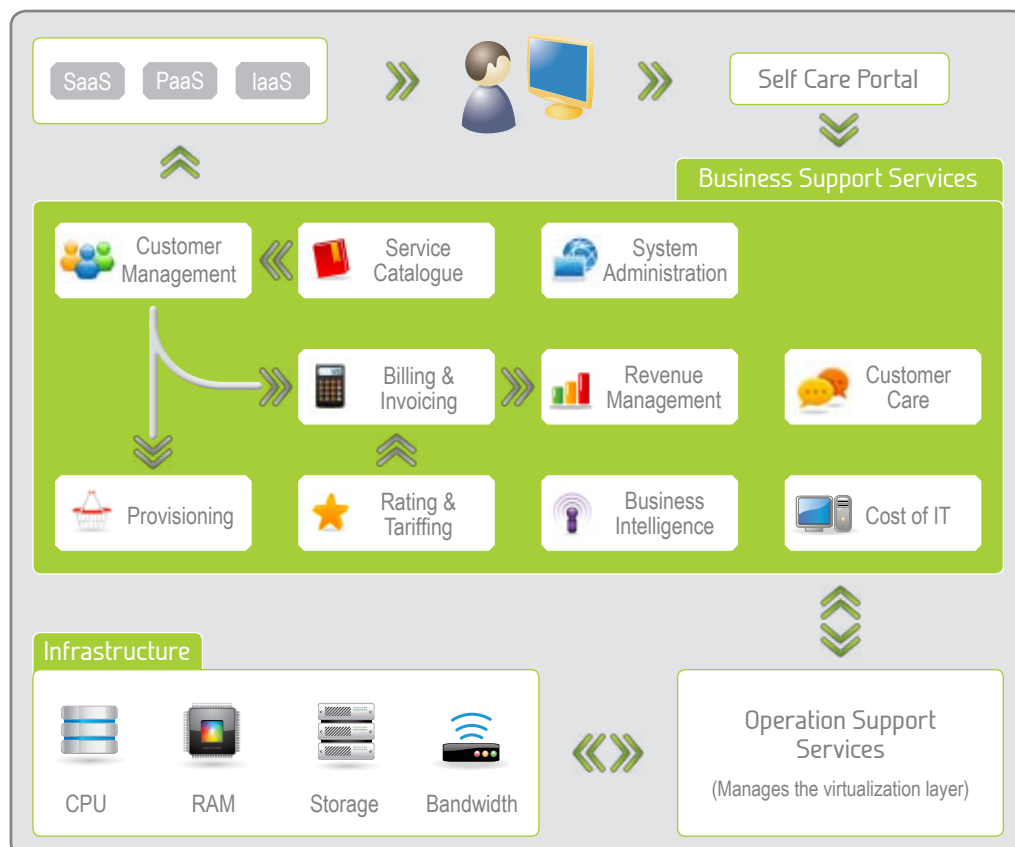
The requirement for an organization to provide cloud services has identified the need for an end to end cloud enablement solution. This includes fulfilment of orders in a timely fashion, access to real time information, a flexible monitoring utility, as well as a number of value adding components such as billing, rating and invoicing.

Public cloud service providers will require billing and customer management as key components in their solution – after all it is the component that monetizes their offerings.

Private cloud initiatives will require a chargeback and showback solution to accurately measure and assign IT related costs to the relevant entities within the organization.

Globill Cloud

Billing and Chargeback Solution



Globill Cloud is an end-to-end solution that provides CRM, Billing and Chargeback capabilities to both public service providers and private cloud initiatives. It identifies key modules aimed at the specific business areas to provide a complete solution.

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Globill Cloud

Billing and Chargeback Solution



SELF-CARE PORTAL

A web based portal that allows businesses to create a customer acquisition portal that empowers their customers to manage their own services.

- Supports online registration for public cloud users.
- Allows users to manage their services in real time including virtual machine management, scaling hardware profiles, and to modify their cloud services including IaaS, PaaS and SaaS.
- Allows users to access their current information from their personal details to performance dashboards.
- Allows users to track all their historic information such as past actions, invoices, payments etc.



CUSTOMER MANAGEMENT

This module is an internal web based portal that allows service provider agents to service their customers.

- N-tier customer level supporting a one-to-many subscription relationship.
- Customer group information for collective invoices.
- Single-click completion of fulfilment.
- Manage customer virtual machines and services.
- Allows for package migrations with automatic migration of services.

SERVICE CATALOGUE

Our flexible and easy to use service catalogue module allows business to quickly create or modify products and price plans.

- Create and manage packages and services through a simple and quick interface without the need for any technical expertise.
- Assign any combination of charges and services to a catalogue.
- Define services as mandatory or optional to better control service activation.
- Create powerful and flexible discounts that can be assigned to a package.

RATING AND TARIFFING

This module allows a service provider to create, manage and configure all processes related to usage collection and rating.

- Collects raw data and produces pre-rated and rated files.
- Load, rate and allocate usage data to a virtual machine or subscription.
- Create flexible tariff plans with peak and off peak options.
- Apply in-bundle and out-of-bundle usage rules.

COST OF IT

The cost of IT can be broken down into 'showback' and 'chargeback'. Showback calculates the cost of operations to create an awareness of IT spend within an organization. Chargeback calculates the cost of IT operations to produce an invoice against an organizational entity.

- The total cost of ownership (TCO) for a virtual machine can be allocated to entities in the organizational structure by their usage of virtual machines or by a fixed percentage.
- The chargeback rules engine calculates expenses in the areas of infrastructure, staffing, licensing and utilities.
- The chargeback system generates reports on virtual machine cost to company, per department or a user within an organizational structure.
- The cost of IT can be based on multiple models including cost based, usage based on activity based rules.

SYSTEM CONFIGURATION

Simple user interface for management of system configuration and administration.

- Easy to manage user passwords, access rights and roles.
- Manage customer configuration lookups such as customer types, banks, branches, tax types etc.
- Management of system settings such as regional settings, exchange rates, etc.

BILLING & INVOICING

This module monetizes service provider IaaS, PaaS, and SaaS offerings.

BILLING

- Flexible and robust billing engine boasting a benchmark of 100,000 subscriptions billed in under 10 minutes.
- Ability to bill cloud offerings of IaaS, PaaS, and SaaS.
- Fixed, subscription and usage based billing with flexible prorating of charges.
- Supports multiple bill cycles with billing in advance or arrears per cycle.
- Bill cycles allow for any period, including weekly, monthly and yearly.
- Ability to offer fixed and percentage discounts against usage or subscription charges.
- Ability to integrate into any third party financial system.

INVOICING

- Bulk extraction or selective extraction and printing of monthly statements/invoices and itemized invoices.
- Simple and quick re-print functionality.
- Invoices are produced in PDF format resulting in minimal risk of tampering.
- Invoices can be printed in a customer's preferred language and preferred currency.
- Invoices can be delivered by multiple means including post, email or SMS.
- Invoice can be delivered to any customer in an N-tiered customer hierarchy.

REVENUE MANAGEMENT

This module facilitates the collection and debt management processes of the service provider.

- Supports multiple payment options including cash, credit card, debit card and cheques.
- Supports partial payments and overpayments.
- Supports multi-currency and multi-payment methods on a single transaction.
- Ability to issue or adjust credit notes.
- Comprehensive revenue management tools including real-time age-analysis.
- Flexible dunning rules engine.



BUSINESS INTELLIGENCE

Provides access to key management information to support business critical decision making.

- Access predefined reports to assist in critical business decision making including areas of operations, sales and finance.
- Simple utility to create and modify customised reports without any system changes.
- Supports output to PDF, Excel, Word, XML, CSV, TIFF, MHTML

CUSTOMER CARE

Allows for the day-to-day support of customer queries, feedback and complaints.

- User portal allows easy access to information to service customer queries quickly and effectively.
- Attach action notes to customers and provide ticket numbers.
- Comprehensive tracking of customer/action notes.
- Hot bill feature that produces a non-payable bill to give the customer an indication of what the bill is at the present time.
- Instant bill feature to produce an up-to-date and payable bill to a single customer for immediate payment.



Why Globill Cloud?



Harness the Power of Web (Web-Based)

Globill is a web based system and encompasses the vast improvements in security and technology and delivers the power of a browser based system. One point of installation and maintenance! The architecture supporting web based systems allow strict levels of security, giving you peace of mind. Globill gives you the power of the web with the value of a desktop application.



Implement What You Need (Modular)

Globill is designed into logical functional units that allow you to uniquely select modules that apply to your business. We empower you to make your system match your business decisions by implementing what you need and building what you want.



Perfect Fit for You (Flexible)

Globill's core system is built on a flexible architecture with logical rules that are configurable to suit you. The core system is developed in a way that enhancements do not impact the core architecture or other functioning units. We want to add on functionality specific to you and tailor-make a product for you.



Maximise User Productivity (User-Friendly)

Globill is developed using the latest technologies and incorporates wizards, fast searches, and navigating a depth of features is simplified into intuitive components. It maintains data integrity by limiting free text capture and drastically reducing keystroke capture error as well as extensive rule based validation. We have taken years of researching real end-user feedback and translated it into simple, clean and consistent screens. Training is quick and results in happy, effective users.



Grow the System with Your Success (Scalability)

Your business may start small or start big – and your systems need to support you from your inception through to maturity. Globill requires minimum hardware requirements and supports the continued growth of your business, customer base and user count. Globill aims to make the best of resources available. This is typified by boasting a bill run of 100,000 subscribers in less than 10 minutes on a standard hardware profile.



Conquer the World (Globalization)

Globill supports true multi-language, multi-currency and regional tax rules in both the internal system as well as in customer communication. Invoices can be set to a preferred currency per customer and also supports the full flexibility of payment in any currency offering a truly international product.



Bridging the Gap (Integration)

We understand that you may need our solution to communicate with legacy systems or third party systems. Globill was designed so that it supports access to web services. It also exposes industry compliant web services that third party systems can integrate into. This offers a powerful alternative if you already have systems in place that are not quite completing your processes.



The Sky's the Limit (The Future)

We understand that you have a vision for your business. We want to understand your wants, your nice-to-haves, improvements and needs beyond the core system. With a phased approach, each new component is developed, tested and seamlessly implemented into the live environment. Globill is a system that is yours to shape.