

MULTI-CURRENCY AND LANGUAGE SUPPORT

IRDETO BSS - CUSTOMER CARE & BILLING SOLUTION IBSv6

To meet the needs of global users, the Irdeto BSS Customer Care and Billing Solution, IBS v6, supports multiple currencies and languages, making it an effective choice for operators with multiple operations centers.

MULTI-CURRENCY FEATURES

BSS supports multiple currencies at the customer-account level, which is set up when a customer signs up for service. Once a customer has selected a currency, this currency is fixed and all charges and payments relating to their account are made in the selected currency. If a customer wants to switch currencies, CSRs create a new account with the selected currency.

Within IBS v6, the first currency configured is recognized by the system as the base currency and is given an exchange rate of 1. To use an additional currency, an exchange rate based on the base currency must be entered as all conversions between currencies use the base currency as the foundation for the conversion.

To support the Euro according to EC rules, the Euro must be defined as the base currency. Within IBS v6 there is a procedure for migrating accounts in bulk from other currencies to the Euro.

LOCALIZATION AND MULTI-LANGUAGE FEATURES

The base language for IBS v6 is UK English. However, all user-centered modules (CSR, Administration, Logistics, Finance, etc.) can be easily localized and translated. A single IBS v6 database can support as many language translations as needed. Each CSR selects his or her preferred language (culture) when logging in, allowing them to see screen prompts, messages and menus in their selected language.

Language translations are managed by defining cultures in the IBS v6 Translation Manager, and then using that tool to import a comma-separated value (CSV) file that provides the translated text for each UI element that you want to translate. This tool can be used not only as a full-scale translation tool, but also as a utility for customizing a subset of interface elements to match any company-specific terminology you want to reflect throughout IBS v6.

IBS v6 can also produce different invoice layouts for customers who speak different languages. The invoice layout is registered at the customer account level. If invoices are printed from IBS v6, the layout is a one-time configuration task. If invoice data is exported to an external printing house, language codes indicating the desired language can also be exported.

Within IBS v6, business units manage the reporting structure, have user access, and can have their own prices. The revenue can be aggregated across business units for reporting if the money is captured in the same currency.

EXAMPLE: GERMANY

A CSR in Germany has been setup with access to Business Unit 1 Germany, who captures a customer named Ian Fleming, whose Business Unit is Germany. Only CSRs with access to BU1 Germany can view Ian's record, due to the user access rules. Ian subscribes to a sports package, paying for it in Euros, which is also the currency of his financial account.

EXAMPLE: ITALY

A CSR in Italy has been granted access to Business Unit 2 Italy. The CSR captures a customer named Anna Luna who purchases a premium movies package. Anna's financial account has been set up in US dollars, while she makes her monthly payments in Euros. To handle this multiple currency, an exchange rate is set monthly and IBS selects the latest exchange rate.

