

Integrated Billing and Customer Care Reporting Module

- CRITICAL REPORTING TOOL FOR OPERATORS TO MAKE INFORMED DECISIONS ABOUT NEW PRODUCTS, TARGETED MARKETING AND ENTERING NEW MARKETS

The Irdeto integrated billing and customer care solution provides a modular system designed to meet the needs of convergent pay media operators – supporting both consumer subscribers and multiple dwelling units (MDUs). One of the critical features of this solution is the ability to provide a variety of reporting data that enables operators to create new products and services, plan targeted marketing campaigns, track payments and plan for future expansion into prosperous areas. With over 60 standard reports, Irdeto’s reporting module delivers vital qualitative reporting.

REPORTS ARCHITECTURE

The Irdeto reports module supports custom reporting, in addition to the standard reports provided. A single instance of the reports module can support multiple report databases; for example, each customer region may require its own database, as each has a unique set of customer data.

Web-based, the reporting module uses Microsoft® SQL Server Reporting Services (SS RS), as its reporting engine. The reporting module accesses a reporting database that contains summarized data tables for some reports, and Oracle® materialized views for others.

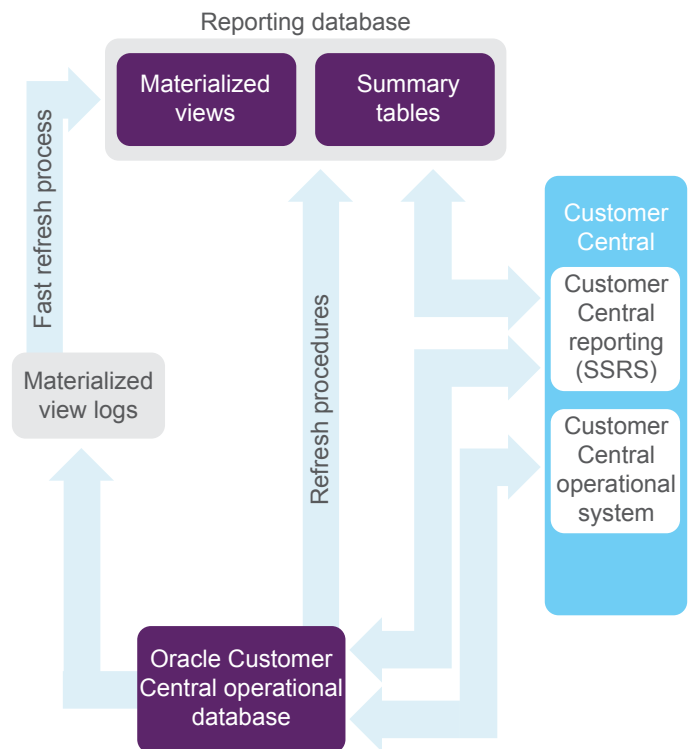
Utilizing both materialized and summary tables, the Reporting module provides information quickly for fast report generation, or more thoroughly for critical reports:

1. **Materialized view** – Abstractions of Irdeto data grouped by subject area; approximately 10 materialized views are used to facilitate reporting.
2. **Summary tables** – Summarized snapshots of Irdeto data grouped by subject area; approximately 10 summary tables are used to facilitate reporting.

Both the materialized and summary tables help to decrease the overall load on the reporting database. Several reports require real-time data and draw data directly from the operational database. These reports are optimized for minimal impact.

KEY BENEFITS

- **60+ REPORTS**
Over 60 standard reports available; customer reporting supported.
- **ARCHITECTURE**
Web-based, Microsoft® SQL Server Reporting Services (SS RS) is the reporting engine.
- **SINGLE REPORTS MODULE**
Single instance of the reports module can support multiple report databases. It also supports both consumer and MDU subscribers.



CUSTOM REPORTING

If a client has reporting needs over the sixty-plus reports currently available from Irdeto reporting, custom reporting is available through Professional Services. The Professional Services team can assist in reviewing a specific business need, and create a report to satisfy the reporting requirements. Custom reports are maintained as the Irdeto database changes, which offers a reduction in reporting maintenance costs.

EXAMPLES OF STANDARD REPORTS

There are several types of standard reports available that include customer information, device status, age analysis, invoice runs and dealer commissions. Here are a few of the sixty reports:

REPORT NAME	TYPE	DESCRIPTION
Users by Role	Configuration	Lists all users who are configured for each role.
Customers by Keyword	Keywords	Lists customers by keyword type, keyword, and attribute for the specified time period.
Dealer Commissions – Summary	Settlements	Lists settlement amounts for the selected settlement run, by stock handler and ledger account. Optionally filter results further by stock handler.
Device Status - Detail	Devices	Provides a detailed list of devices and their status within the selected parameters.
Age Analysis – Detail	Finances	Shows total dollar amounts for each ageing break by customer. Optionally filter by minimum and maximum values for each aging break and account balance.
Invoice Run Detail	Invoices	Details invoices created for the specified invoice run, by due date, method of payment and then status.
Bank Import Summary	Payments	Shows summary information for the selected bank import batch, by bank import format. Includes total count and dollar amount for each record type.

The following shows an example of several standard reports - Commercial Product Detail, Age Analysis and Financial Transaction:

AGE ANALYSIS SUMMARY

Commercial Products by Market Segment, Customer Type, Contract Period and Status				Active	Cancelled	Disconnected	Hardware	Pending
	Distributor	Dealer Demo Pack	12					1
		SATELLITEBOX	12					1
Bhubaneswar-BHUBANESWAR ISP	Normal	Gold Pack	12					1
		SATELLITEDVD50 02	12					1
Bhubaneswar JAYPORE ISP	Normal	Gold Pack	12	1				
		SATELLITEDVD50 02	12				1	
Kolkata-HOWRAH ISP	Employee	Dealer Demo Pack	12		1			
		Diamond Pack	12		1			1
		Employee Package	12	10	4			
		SATELLITEBOX	12				14	
Kolkata-KOLKATA DIRECT	Employee	Employee Package	12	151	35	5		7
		SATELLITEBOX	12				187	7
		SATELLITEIDTV_I DVD	12				3	
		SATELLITELCD32 04	12				2	
		Service Channel	12	5				
	Normal	Diamond Pack	12	2				
		SATELLITEIDTV_I DVD	12				1	
SATELLITELCD32 04		12				1		

Kolkata-NADIA ISP	Normal	Gold Pack	12				1
		SATELLITEDVD5002	12				1
Kolkata-NORTH24PGS ISP	Employee	Employee Package	12	60	17		1
		SATELLITEBOX	12			75	1
		SATELLITETV2102	12			2	

Age Analysis Summary

Not Yet Invoiced	
Current + :	14,074,976.04
Current - :	-33,656,885.71
Total Not Yet Invoiced:	-19,581,909.67

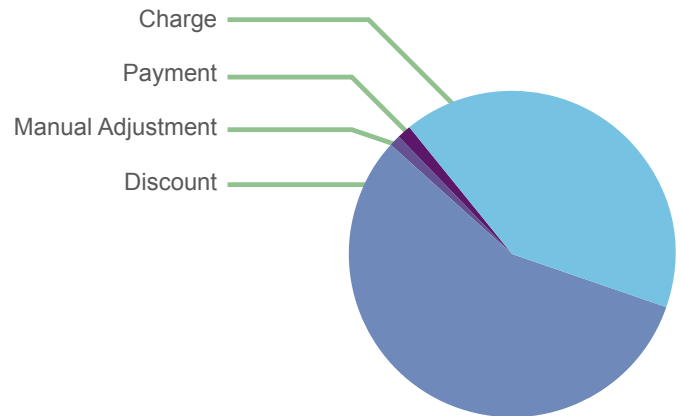
Account Balances	Count	Amount
Negative Balance Accounts:	91027	-31,251,068.24
Positive Balance Accounts:	144	11,241.88
Zero Balance Accounts:	37122	0.00
Total	128293	-31,239,826.36

Due	
Due:	0.00

Overdue	
1-30 Days:	0.00
31-60 Days:	0.00
61-90 Days:	0.00
91-120 Days:	0.00
121-150 Days:	-11,463,861.64
151-180 Days:	-193,420.34
180 or More Days:	0.00
Total Overdue	-11,657,281.98

Total:	-31,239,191.65
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Financial Transaction - Summary



Transaction Type	Total Amount	Total Count	Average Amount per transaction
Charge	\$10,291,404.00	37909	\$271.48
Discount	(\$18,272,925.00)	51988	(\$351.48)
Manual Adjustment	(\$591,239.00)	1153	(\$512.78)
Payment	(\$1,000.00)	1	(\$1,000.00)
Reversal	\$329,618.00	1037	\$317.86
Total	(\$8,244,142.00)	92088	(\$89.52)

REPORTING MODULE – KEY TO DECISION MAKING

Irdeto's reporting module is a critical part of the overall integrated customer care and billing solution for pay TV operators, providing them the ability to view ad hoc or scheduled reporting. The ability to view the totality of the business based on its parts is an important tool for operators to make informed decisions about new products/services, competitive threats, targeted marketing and entering new markets. The reporting module provides the necessary details required by operators, and supports the overall ROI for the integrated customer care and billing solution.

REQUIREMENTS

SOFTWARE

- Oracle® – Oracle® 10g. Recommend an Oracle® database server that is separate from the Irdeto operational database server; this will be used for the Irdeto Reporting Schema
- SQL Server 2005 - running Windows 2000 operating system (SSRS is part of SQL Server's suite of products and is loaded in the SQL Server installation)
- Oracle® Client - Oracle® Database 10g Client Release2
- IIS – Internet Information Services – required installation on The web server before installation of SSRS

HARDWARE

- Dedicated web server for SQL Server Reporting Services