

Martin Dawes Systems Launches Specialist Billing and Customer Care Solution for Corporate Customers

Submitted by: eclat Marketing

Thursday, 8 May 2003

Warrington, UK - 8 May 2003 - Martin Dawes Systems (MDS), provider of customer management and billing solutions for telecommunications operators, today announced the release of its new product, *dise Corporate*. The solution has been designed to enable telecommunications providers to offer a specialised billing and superior care service to their high value corporate clients to improve service, reduce costs and ease management.

The corporate offering provides a single point of contact for all sales, payment, product orders, usage and billing related queries and also allows providers to rate, discount and bill customers for multiple services, including fixed and mobile, in a single bill.

Corporate customers have complex organisational structures and a number of products and services on a combination of tariffs at different levels in the hierarchy. Maintenance of these complex structures is paramount for a business to keep control of its communications cost, usage and spend. The *dise corporate* solution has been designed to manage convergent services for an unlimited number of customers on one account with features, such as cross product discounting, favourite number discounting, split billing, tiered pricing and call capping.

Further flexibility has been added by giving corporate customers a choice in terms of how they prefer to communicate with the provider, be it using the web, via e-mail or telephone. The online account management functionality gives immediate access to real-time account information anytime and anywhere. It also allows customers to select products and services online and make payments at their own convenience.

The product release from MDS will come as a relief to many operators who have for years struggled to find a solution that differentiates between the requirements of corporate and consumer communications customers. Although corporate customers represent high revenue earning accounts for many operators, many software vendors continue to offer corporate customers the same billing and support services that they would offer a consumer customer.

MDS' chief technology officer, Tony Wilson, said: "Operators and service providers now have to focus on customer retention. The only way to do this is to offer a superior service. Corporate customers are under increasing pressure to monitor and manage internal communication usage and spend. Only the operators that can provide their customers with the tools to do just

this will flourish in the corporate communications arena. The corporate solution from MDS has been developed to do just that. It allows the complex requirements of corporate customers to be addressed, while at the same time giving providers the opportunity to significantly reduce operational and support costs. We are confident that implementing this system can only serve to enhance customer satisfaction levels."

Service providers currently managing their corporate clients on the DISE solution include leading telecommunications companies, such as Opal Telecom, Project Telecom and O2 UK.

Editors Notes:

About Martin Dawes Systems: martin Dawes Systems

Martin Dawes Systems (MDS) is an independent software vendor offering leading edge software solutions to companies operating in the telecommunications and related industries.

Martin Dawes Systems flagship product DISE covers all aspects of subscription-based management including Billing, CRM, Self-Care, Revenue Assurance, Order Management and Prospect Management. Its deployment provides significant efficiency gains for its clients both in terms of ease of use and cost efficiency. Operators using the DISE solution include O2 UK, Orange France, Opal Telecom, ACN Europe BV and Project Telecom.

The policies and procedures implemented by Martin Dawes Systems in the design, development and delivery of the DISE software have been ISO 9001 TICK IT certified. This represents a valuable independent endorsement of MDS' commitment to continual improvement and advancement of industry leading customer management solutions.

For further information please visit <http://www.MartinDawesSystems.com>

<<http://www.MartinDawesSystems.com>>

MEDIA CONTACTS:

Lisa Grimshaw
Martin Dawes Systems
Marketing Manager
Tel 01925 005356

Marit Meyer Bell and Beverley Knibbs
Éclat MARKETING

Tel 0118 989 5600

Email:

marit@eclat.co.uk / beverley@eclat.co.uk

Beverley Knibbs

éclat Marketing

Tel: 0118 989 5600

Mobile: 07775 674785

<http://www.eclat.co.uk>