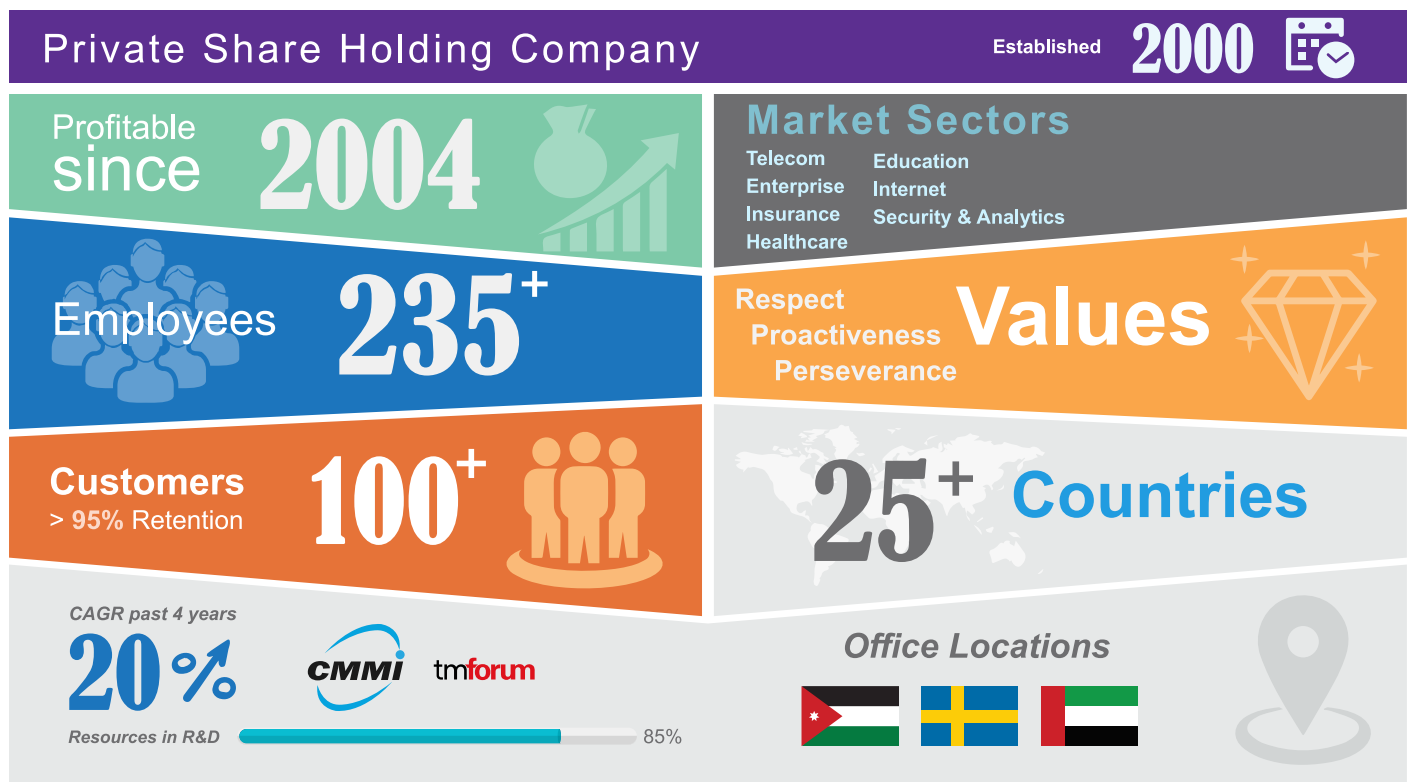# ESKADENIA
S O F T W A R E

Telecom
Profile

About ESKADENIA

ESKADENIA® Software is a two-time MENA Award Winner & CMMI® level 3 certified company that is active in the design, development and deployment of a range of software products in the Telecommunications, Insurance, Enterprise, Education, Healthcare, and Internet application areas.

ESKADENIA Software is committed to continuously enriching its product offerings and create advanced software products according to market demands.

ESKADENIA Software maintains this commitment by continually investing in research, development and customer care. ESKADENIA Software has ambitious plans for controlled expansion in Europe, the Middle East, America and Africa.

Private Share Holding Company — Established 2000

Profitable **since 2004**

Employees **235+**

Market Sectors
Telecom Education
Enterprise Internet
Insurance Security & Analytics
Healthcare

Values
Respect
Proactiveness
Perseverance

Customers **100+** > 95% Retention

25+ Countries

CAGR past 4 years **20%**
CMMI tmforum
Resources in R&D 85%

Office Locations

The Mission of ESKADENIA

To be a global provider of world-class software products, services and solutions that exceed customer expectations. In doing so, ESKADENIA shall generate profit and growth for all its stakeholders.

The ESKADENIA Story

In June of 2000, a group of telecom and IT professionals founded **ESKADENIA**. Their objective was to establish a world-renowned software development company providing distinguished software systems.

Utilizing their wide contact network and diverse international experience, **ESKADENIA** was created and has grown to be a regional market leader in a short period.

ESKADENIA Today

Today, ESKADENIA Software Company consists of over 200 professionals with diverse industry backgrounds, with most of the ESKADENIA team, around 85%, actively working in Research and Development.

ESKADENIA Software is headquartered in Amman, Jordan with offices and customers in Asia, Europe, and Africa.

Customer Care

Customer satisfaction will remain ESKADENIA's ultimate goal and the driving force behind delivering software solutions of the highest quality.

At **ESKADENIA Software**, we understand that our competitive value is not merely in leading our customers towards survival but rather in helping them to achieve and maintain a leading position in their respective markets. Thus, we endeavour to develop, with our customers, innovative, effective and distinguished software solutions.
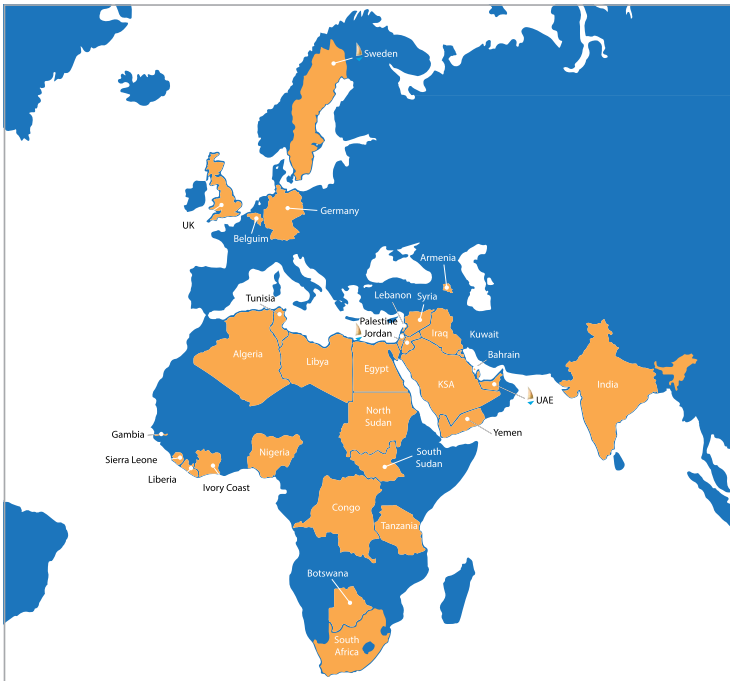
ESKADENIA Quality Commitment

ESKADENIA Software is a **CMMI level 3 certified** company. Software development at ESKADENIA follows a rigorous software engineering methodology and undergoes stringent quality assurance testing. This ensures that the products are accurately specified and implemented and results in quality products that meet and often exceed customer requirements.

Initiation → Planning → Definition → Design → Development → Testing → Packaging → Deployment → Closure → Support

Another crucial aspect of ESKADENIA's methodology is ESKADENIA's software implementation lifecycle. It describes ESKADENIA's approach to project management along with requirements engineering, GAP analysis, solution definition, design, build, testing, packing, and deployment. As a result, ESKADENIA enjoys very high project delivery success rates. Our project are delivered on time and according to customer business needs and requirements.

Pre-initiation	Initiation	Planning	GAP Analysis	Solution Defintion	Project Execution					Project Closure
					Design	Build	Testing	Packaging	Deployment	

Telecom

Our Team

At **ESKADENIA**, we realize that a company's achievement is derived from the success of its human resources. As a result, ESKADENIA ensures a modern-style management focusing on employee satisfaction providing excellent work environment and competence development.

At ESKADENIA, we take pride in the competence, dedication and loyalty of our human resources.

The ESKADENIA team has significant experience and a proven record of accomplishment from a large number of major software development projects.

ESKADENIA's executives and senior staff have many years of experience working for prominent international companies. Modern Swedish management techniques and processes are instituted at ESKADENIA providing it with a unique corporate culture that is both professional and friendly.

ESKADENIA COMMUNITY COMITTMENT

ESKADENIA Software positively contributes to the development of its surrounding community. At ESKADENIA, we strongly believe in the crucial role of businesses in the development of their community.

Because I Care

A Digital Sisterhood founded in 2014 with support from ESKADENIA Software. "Because I Care" is a non-profit organization with an online portal for the participation of women in voluntary work and community leadership.

ESKADENIA Music Chamber

A chamber of Music & Culture for students by "ESKADENIA Software" in cooperation with "Al-Hussein Cultural Center". Today, "Watan (national) Music Chambers" are being created countrywide with ESKADENIA's supervision and support from several other companies.
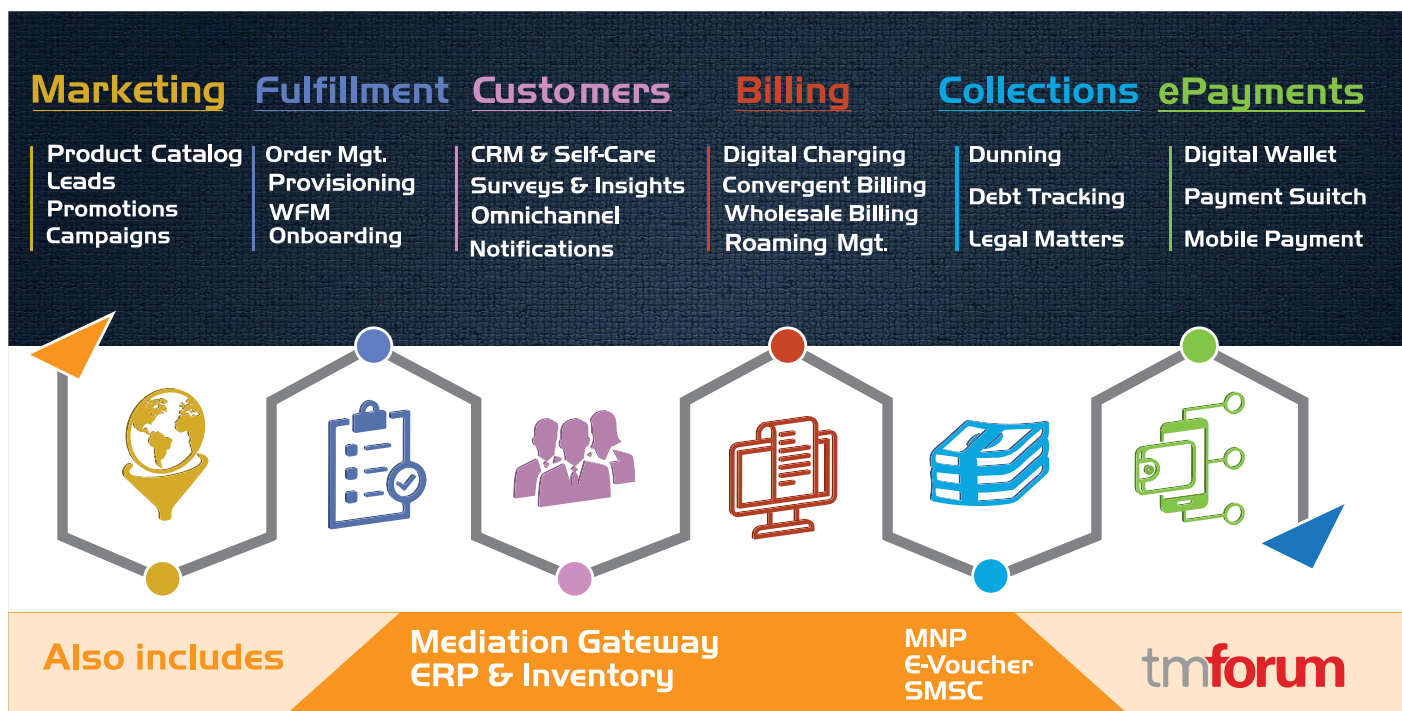
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Telecom Software Systems

ESKADENIA® Software provides end-to-end communications software systems and solutions, enabling service providers and Telecom operators to run their businesses with outstanding performance, value, reliability and scalability.

Our range of ESKADENIA Telecommunications software products help Telecom companies run and manage customer relationships and billing processes quickly and effectively, covering a wide range of functionalities; from marketing campaigns and leads management to collections and electronic payments.

Our telecom software products support areas such as product definition, order management, service activation, SIM registration and customer care.

- Based on TM Forum standards.
- Manage customer relationships and billing processes quickly and effectively.
- Create a fully automated work process.
- Provide a comprehensive range of functionalities, from marketing campaigns and leads management to collections
- and electronic payments.
- Address multi-service operators such as 4G, LTE, GSM, GPRS, CDMA, WiMAX, VoIP, ISP and fixed networks.
- Integrate with ESKADENIA's Enterprise systems and third party solutions.

Marketing	Fulfillment	Customers	Billing	Collections	ePayments
Product Catalog	Order Mgt.	CRM & Self-Care	Digital Charging	Dunning	Digital Wallet
Leads	Provisioning	Surveys & Insights	Convergent Billing	Debt Tracking	Payment Switch
Promotions	WFM	Omnichannel	Wholesale Billing	Legal Matters	Mobile Payment
Campaigns	Onboarding	Notifications	Roaming Mgt.		

Also includes Mediation Gateway ERP & Inventory MNP E-Voucher SMSC **tmforum**

The integrated network

ESKADENIA Software's comprehensive Convergent Billing and Customer Relationship Management features address multi-service operators such as 5G, LTE, GSM, GPRS, CDMA, WiMAX, VoIP, ISP and fixed networks.

In addition, ESKADENIA's Telecommunications software products integrates with ESKADENIA's Enterprise systems, as well as third party solutions through a very flexible and powerful mechanism and framework, creating a fully conducive workflow for your operations.

Telecom

Enterprise Systems

Having the right software systems is no longer a luxury but a key to successful business management. Whether the need is to trace every penny, automate sales processes, monitor HR transactions, control production and procurement, or report organizational performance, the winning factor is to run it all efficiently.

ESKA® Business Manager is an enterprise suite covering all aspects of your telecommunications needs for the back office automating your financial, supply chain, HR, project management and fleet management processes to help you create a smooth workflow.

ESKADENIA Enterprise Software range also includes:

ESKA® CRM (Customer Relationship Management), which provides CRM teams with updated information of customer accounts and tracks all marketing campaigns details for future reporting.

ESKA® IMS (Incident Management System), to standardize your management of customer claims and incidents.

ESKA® DOCS, our flexible document management system that organizes, stores, digitalizes, and retrieves your entire document library to help you maximize the accessibility of your files and information.

ESKA® Workflow, our powerful work-processes management system to help you simplify and accelerate your organization's paperless workflow environment.

Business Manager

Financial	Supply Chain	Human Resources	Manufacturing	Fleet Management
General Ledger	Item Management	Recruitment	Product Definition	Vehicle Management
Accounts Receivable	Inventory	Personnel	Order Management	Trips Planning
Accounts Payable	Procurement	Payroll	Item Requisition	Tracking
Cash Management	Sales	Time Attendance	Production Mgt.	Mail Delivery
Fixed Assets	Point of Sale	Leaves Management	Quality Assurance	Notifications
Investment	Maintenance	Talent Management	Delivery & Filling	
Shareholders		Training	Costing	
Collections		Employee Self Service		

Workflow	Document Management	CRM
IT Management	Reports Builder	Law Firms

Telecom

Our Products

Discover how ESKADENIA can help maximize efficiency for your communications company.

Product Catalog	Promotion Management	Marketing Campaigns
Order Management	Workforce Management	Customer Onboarding
Provisioning	Customer Care	Self-care
Voice of Customer	Case Management	Customer Insight
Omnichannel Engagement	Social Networks	Mediation Gateway
Digital Charging	Convergent Billing	Wholesale Billing
Roaming Management	E-voucher	Collections & Dunning
Dispute Management	Matter Management	Payment Switch
Digital Wallet	Customer Notification	MNP
Inventory		

ESKADENIA Telecom software enable Communications Service Providers (CSPs) to orchestrate all business processes through one platform covering a number of functions including:

- Based on TM Forum standards.
- Manage customer relationships and billing processes quickly and effectively.
- Create a fully automated work process.
- Provide a comprehensive range of functionalities, from marketing campaigns and leads management to collections and electronic payments.
- Address multi-service operators such as 4G, LTE, GSM, GPRS, CDMA, WiMAX, VoIP, ISP and fixed networks.
- Integrate with ESKADENIA's Enterprise systems and third party solutions.
- User-friendly web-based and menu-driven UI with customizable visual styles and themes.
- Fast system deployment.
- Multilingual multi-service support.
- Support for multi-operator structure.
- Handle multiple subscription types: prepaid, post-paid and hybrid; on different levels of usage, time and service.
- Support different payment methods such as cash, credit card, bank; including promise to pay and instalments.
- Support for multi-service operators such as GSM, LTE, FTTH, VoIP, ISP and fixed networks.
- Extensive reports and statistics.
- Powerful Logging & Audit Trail.
- Support for multiple hardware platforms.

Telecom

Marketing Management

ESKADENIA Telecom systems covers a wide range of marketing needs in order to help communication companies excel and promote their products. From handling promotional content to conducting marketing campaigns, our systems do it all.

■ ESKA Product Catalog ■ ESKA Promotions Manager ■ ESKA Marketing

Product Catalog

ESKA® Product Catalog is a TM Forum compliant system that allows service providers to rapidly develop products and release them to the market.

- Dynamically create your own product offering.
- Provide bundle products, services and resources.
- Visually connect and corelate reusable components.
- Define market segments to target.
- Create a dynamic Pricing Scheme.
- Provide Omni-Channel Support.
- Integrate with Order Management, DCRM, Inventory, Billing and Provisioning.

Promotion Management

ESKA® Promotions Manager is a standalone rule-based system configurable to accommodate any type of promotion.

- Create and manage various promotion types, bonus programs, discounts, loyalty programs and other types of user-defined promotions.
- Easily integrate with any ESKADENIA Software or third-party products.
- Work with any rating engine and any CDR/EDR structure.
- Event-based triggering, based on various activities.
- Support various types of conditions, discounts, and bonus packages.
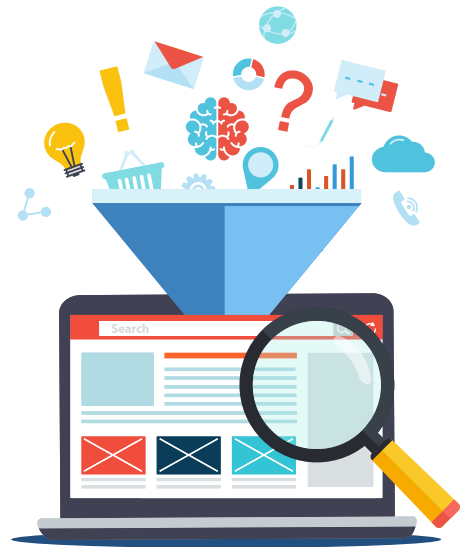
Marketing Campaigns

ESKA® Marketing is a software system for automating the daily operations of your marketing department.

- Plan, budget and execute productive marketing programs.
- Track objectives, results and costs to assess programs' value and ROI.
- Create effective campaigns across multiple channels.
- Manage and track your target audience list.
- Optimize program assets such as landing pages, emails, surveys and contact lists.
- Create lead nurturing campaigns with personalized messages for tracking your prospects.
- Customize campaign interactions based on customer segment and behaviour.
- Integrates with ESKA® CRM, off-line marketing channels, ESKA® Business Manager & other third-party ERP systems.

Fulfilment
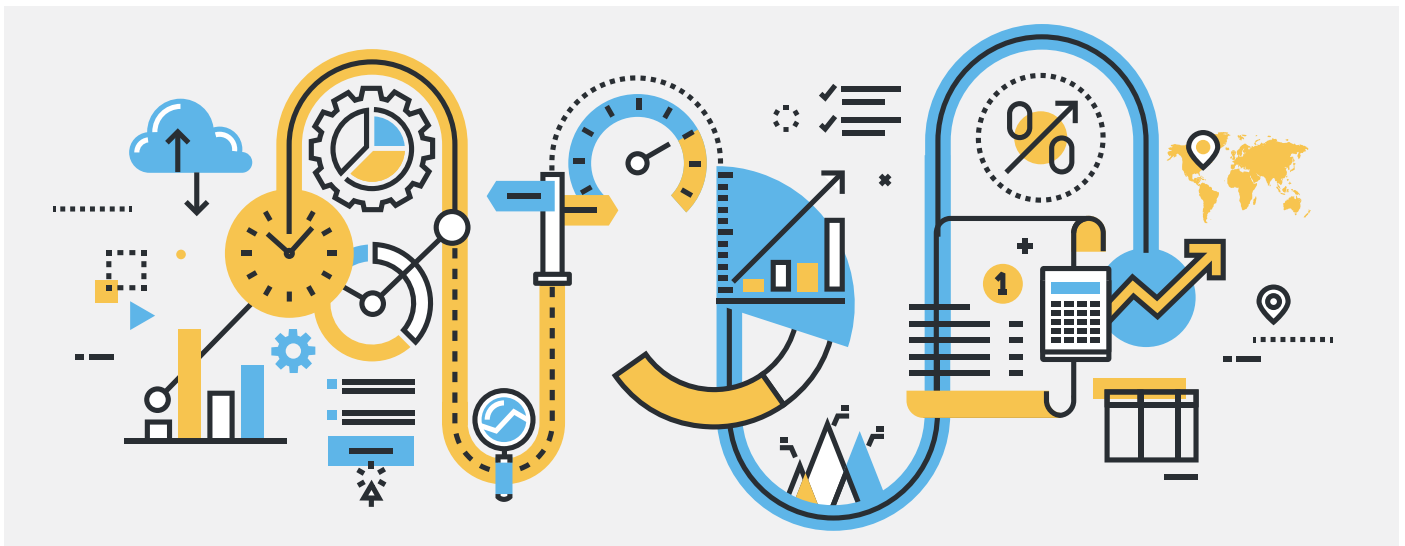
The ESKADENIA Telecom software is here to help fulfil all your orders and business needs. Helping to create an efficient workflow when handling your customers or subscribers.

- ESKA Order Manager
- ESKA WFM
- ESKA Service Activator
- ESKA SIM Registration

Order Management

ESKA® Order Manager is an all-in-one Customer Order Management (COM) and Service Order Management (SOM) System.

- Fulfil event driven orders across multiple systems, channels and partners.
- Increase sales visibility by managing and monitoring customer documents and transactions across multiple domains.
- Increase order processing efficiency by minimising delays and back-orders.
- Utilize an embedded dynamic workflow engine allowing both front-end and back-end officers to perform actions on the fly, such as adding, approving and activating.
- Operate in multiple locations at once with Omni-Channel integration.
- Connect with product catalogues in order to obtain product details, requirements and pricing.
- Integrate with ESKA and 3rd party CRMs, as well as the billing, charging and service activation systems, thanks to open API standards.
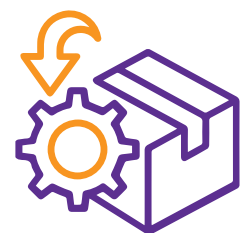
Workforce Management

ESKA® WFM is a workforce management system to help with the lifecycle of work assignments or work orders.

- Manage, plan and forecast work assignment queues by considering priorities, locations, occupancy and other factors.
- Organize your team's schedule to simplify any tracking and follow ups.
- Utilize automated or manual audits.
- Easily manage and track your order's lifecycle and appointments.
- Conducive business analytics with detailed and accurate reporting.
- A comprehensive workflow by integrating with other systems, such as Product Catalog, Issue Management, Inventory systems and network inventory and Order Management.

Provisioning

ESKA® Service Activator is a multi-vendor advanced provisioning system with very high performance to activate services automatically and securely in any kind of network.

- Work in any kind of network type such as LTE, FTTX and Fixed Broadband; with any hardware vendor including Ericsson, Huawei, Alcatel, ZTE; with any network element.
- Send multiple activation commands to the same destination, handle exceptions and prioritize commands.
- Support rule-based conditional command-execution schemes.
- Operate with all known formats and protocols including MML, XML, Web Services (REST, RESTful, SOAP) and XML-RPC.
- Activate new subscriptions, add new services and change, modify or deactivate existing services. This can be done in real-time, or batch mode, either directly or through a network management system.
- Create a multi-organizational process, connecting to various billing systems and network nodes at the same time.

Customer Onboarding

ESKA® SIM Registration is a complete SIM registration management system.

- Provide multiple Registration channels, such as Shops, Distributors, Web, Mobile, Call Canter, SMS, IVR and Contract Processors.
- Gathers subscription information and legally register all subscribers' information through conveniently defined workflows and templates.
- Integration with required governmental entities.
- Automatically document line registration for both locals, immigrants, visitors, etc..
- Define the lifecycle of a specific MSISDN and control the number of MSISDNs a specific subscriber can register under their ID.
- Help system administrators track the MSISDNs requested by the distributor's web and mobile channels through ESKADENIA's back office system.
- Define and control commission values.
- Allow your system administrators to build their own customized dashboards for decision making purposes.
- Scan the fingerprint of your subscribers and validate them against legal departments.
- Quickly and accurately look for specific subscriber-related information.
- Support MRTD (Machine Readable Travel Documents)
- Subscriber Barring
- Integrate with ESKADENIA's Billing system.

Customer Management

Our range of telecom software is made to fulfil a range of customer needs, as well as maintain the quality and relationship of your services. From clear communication between parties to receiving feedback and more.

- ESKA DCRM
- ESKA Self-Care
- ESKA VOC

- ESKA Case Manager
- ESKA Dynamic 360
- ESKA Omnichannel

- ESKA Social Manager

Customer Relationship Management

ESKA® DCRM enables Communications Service Providers achieve successful end-to-end customer care services. It is suitable for all B2C, B2B, and B2B2X models.

- Manage customer information, orders and accounts.
- 360 view over Customer Profile.
- Omni-channel Interaction Management
- Unified Customer Self-Care.
- Advanced pricing components.
- Support for customer offers and discounts.
- Cash sales & Sales automation.
- Order management.

- Deposit management.
- Rapid activation/deactivation of products and services.
- Service Provisioning, Assurance.
- Support for time and service-based hybrid accounts.
- Real-time rating and billing engines.
- Roaming support.
- Complaints & SLA management.
- Manage partners, distributors and retailers.

ESKA DCRM integrates with the following:

- Integrate with other ESKA telecom products, such as product catalog, order management, trouble ticketing, workforce management and provisioning systems.
- Integrate with other ESKADENIA systems, such as ESKA® Business Manager for financial, POS and inventory management, as well as 3rd party systems.
- Integrate with any other BSS system thanks to a TM-Forum modular design.
- Computer-Telephony Integration (CTI).
- Integrate with any payment gateway, banks and Interactive Voice Response (IVR) systems.
- Flexible N-Level account hierarchy compatible with all IN and policy charging systems' account hierarchy.
- Provisioning access to 3rd party service providers through TCP/ IP sockets or Web service interface.
- Adapters to integrate with all known Charging and Policy control systems.
- Flexibility to integrate with 3rd party applications for the 360 view.

Telecom

Customer Self-Care

ESKA® Self-Care enables customers manage their own services.

- Improve Customer Experience.
- Increase customer satisfaction by providing an access to a convenient, "always-on" communication channel.
- Lower the cost of customer service.
- Reduce visits and calls to your customer care centres.
- Give customers better control over their finances.
- Automate order management and trouble ticketing.
- Boost marketing and sales.
- Increase workflow efficiency.
- Improve Customer Experience.
- Digital transformation of customer services.
- Customers secure access to manage their account services **such as:**
- View/manage account details, invoices, balance, bundles and usage summary.
- Handle ticketing and calls barring.
- Perform services adjustments.
- Find FAQs, help guides and how-tos.
- Chat with customer care.
- Available for both individual and corporate accounts.
- Self-Care mobile application for both Google Android and Apple iOS.
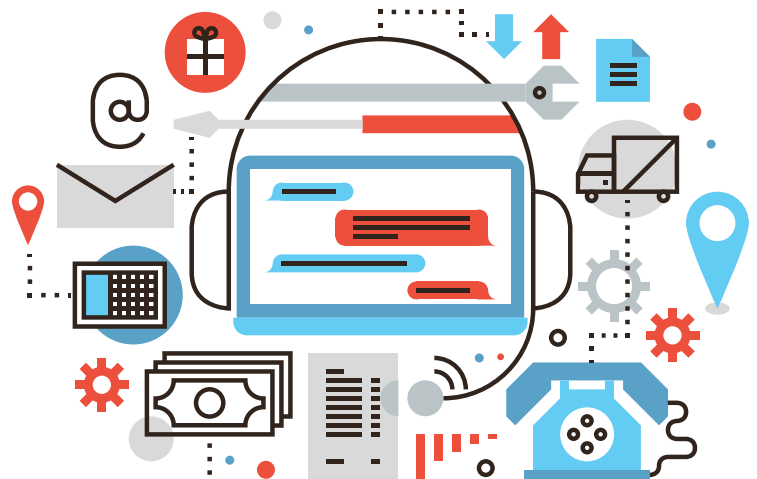
Voice of Customer

ESKA® VOC is a Customer Experience Management system for collecting customer feedback.

- Process received feedback and convert it into meaningful report data.
- Initiate surveys based on a certain trigger/action or on-demand.
- Easily define conditional surveys and questions and surveys workflow
- Provide different surveying channels, such as Shops, Call Centres, IVR, USSD and Websites.
- Produce questionnaires, the voice of your own employees.
- Present powerful reporting, Dashboard and Charts Wizard.
- Support both Oracle and MySQL databases.

Case Management

ESKA® Case Manager is an automated customer support case management system for faster ticket resolution.

- Provide high service quality and quick response time.
- Handle all types of customer cases and issues over multiple channels.
- Higher quality support by routing the issues to the right expert.
- Provide central dashboards & rich KPI reports ensuring continuous improvements for the support team's performances.
- Increase brand loyalty and help ensure revenue growth over the long term.
- Maximize customer satisfaction.

Customer Insight

ESKA® Dynamic 360 is a browser-based dashboard system that provides insights on your business KPIs to analyse data and make precise decisions.

- Provide a lightweight standalone system with personalized visual data
- Present elegant data presentations with multiple charts and graphs options
- Contain a wide arrangement of ready-made components customizable based on business needs.
- Stay informed across many platforms and software systems using various Data Sources.
- Build any chart or graph using web services, database procedures, database views, and APIs.
- Create a separate custom view for each user allowing them to savvy their business and maintain goal-oriented awareness for all users.

Omnichannel Engagement

ESKA® Omnichannel provides a unique and cohesive customer experience through integration with all relevant systems, such as marketing, sales and customer service systems.

- Manage interaction between your organization and your customers, providing uniform communication across all channels.
- Create a business neutral environment by providing a standalone system that can be integrated with any CRM system, whether from ESKADENIA or any third-party systems.
- Provide a unique view for all your stakeholders by creating a 360 view of your customers' information.
- Customize appearances of your ESKA Omnichannel based on your specific business needs.
- Easily communicate with your customers by switching from channel-to-channel without losing context of the transaction or service encounter.
- Rapidly build, execute, suspend and optimize multiple campaigns in parallel.

Social Networks

ESKA® Social Manager is ESKADENIA's social network management software. It streamlines and centralizes the management of all social media channels.

- Listen to social conversations to uncover trends, identify influencers and find leads.
- Understand your audiences and increase customer satisfaction.
- Harvest and re-use the community knowledge and connect customers to solve problems.
- Utilize communities to broadcast your message and drive awareness.
- Gauge social sentiment around your brand and offers.
- Measure your teams' performance.
- Provide a 360 view of your customer's information through the CRM system.

Mediation

With the exponential increase of sophisticated voice and data services, there is an evident need for intelligent, convergent, and scalable mediation gateways to meet the billing requirements of communications service providers such as telecom operators.

As soon as customers begin using products and services provided by a Communication Service Provider (CSP), they start generating usage events. Events are billable occurrences of product usage. An event along with all its attributes is called Call Detail Record (CDR), Event Detail Record (EDR), or Usage Detail Record (UDR); sometimes referred to as XDRs. Mediation systems convert these XDRs into formats understandable by BSS Software.

Mediation Gateway

Mediation is a process crucial to telecom and with ESKADENIA's telecom software, we provide a speedy and efficient mediation process thanks to ESKA Mediation Gateway; ensuring all lines are connected despite multiple network elements.

ESKA® Mediation Gateway is a full-blown mediation system that is multi-Protocol and multi-Vendor.

- High performance real-time mediation using very flexible user-defined format.
- Links between diverse network elements including switches, IN platforms, and various data nodes on one side; and information systems such as billing, customer care, fraud management, interconnect, and roaming on the other.
- Validates call/event details, applies business processing logic, distributes calls into different categories, and transfers this data to the business applications.
- Can consolidate multiple CDRs/EDRs into one to handle long-duration calls.
- Advanced rules for filtering and handling duplicate and missing files.
- Modular scalable architecture enabling seamless integration.
- Connects to the various kinds of network elements; from traditional voice switches to the most advanced IP routers and application servers.
- Deals with data of any format performing collection, forwarding, consolidation, enrichment, validation, filtration, and duplication checking.
- Open interfaces, facilitating interoperability with partners.
- Compatible with network elements from global suppliers including Ericsson, Siemens, Nokia, Alcatel and Huawei.
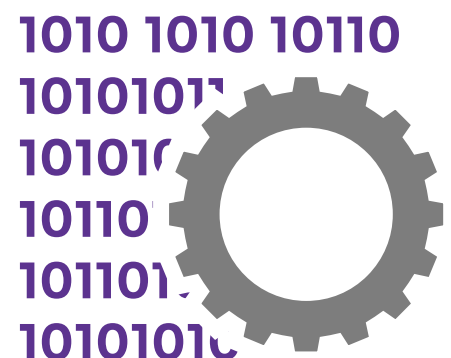
Billing and Charging

ESKADENIA telecom software support a number of billing and charging functionalities to help with all transaction and billing needs. Now all your billing processes will be easily taken care of.

- ESKA Digital Rating
- ESKA Convergent Billing
- ESKA Wholesale Billing
- ESKA Roaming Management
- ESKA E-Voucher

Digital Charging

ESKA® Digital Rating is a state-of-the-art convergent rating engine with configurable and powerful account hierarchy providing flexible rating and multi-balances per subscription capabilities.

- Provide a flexible and powerful convergent rating engine.
- Present a charge converged services, voice, data, events & composite.
- Provide real-time, offline and multi-service rating.
- Cover all payments models; post-paid, prepaid, and hybrid.
- Different charging methods such as advance, arrear, and one-time charging.

- Handle multiple operators.
- Support all rating methods.
- Provide online discounts and promotions.
- Provide multi-protocol support (SS7, Diameter, Radius, & Event).
- Dedicated and shared balances.

Convergent Billing

ESKA® Convergent Billing is a real-time convergent billing of different services such as wireline, wireless and data networks.

- Multi-billing cycles with different frequencies and grace periods.
- Hybrid bill generation between corporate and individual.
- Process advance payments, batch payments, instalments, manual invoices and fees.
- Different payment levels and policies in addition to handling offline payments.
- Payment monitoring and accounts receivables.
- Dynamic Taxation and configurable auto-renewal handling.

This handy billing system integrates with:

- Financial systems including ESKA Financial.
- Other ESKADENIA or 3rd party systems such as Customer Care, e.g. ESKA DCRM.
- Any notification system, including ESKA CNS to send the generated invoices by SMS or email to the customer.
- ESKA® Docs to keep generated invoices in selected invoice format (PDF, Microsoft® Word, and Microsoft® Excel®)

Telecom

Wholesale Billing

ESKA® Wholesale Billing enables convergent wholesale billing of different communications services such as wire line, wireless, voice and data networks.

- Fully scalable system that supports global interconnect scenarios.
- Centralized system in which to manage interconnect rates and all types of agreements.
- Calculate revenue sharing and inter-operator reconciliation.
- Seamlessly manages complex processes of settling commercial transactions among carriers providing interconnect services.
- Diverse range of billing processes, such as billing of different communications services, multi-billing cycles and different charging methods.
- Flexible rating, mediation, billing and settlement – across all network technologies, service types and geographies.
- Rating can be based on a multitude of parameters such as location, destination, time of call, duration, used services and customer price plan.
- A powerful high-performance rating engine to flexibly calculate call rates and re-rating for rejected CDRs.
- Maintain full records for all the interconnect partners and monitors their financial positions.
- Integration with financial systems.

Roaming Management

ESKA® Roaming enables multi-service operators to manage roaming processes more quickly and effectively.

- Support inter-operator tariffs, wholesale tariffs, volume-based and individual discounts and load exchange rates.
- Provide TAP-out and TAP-in process management.
- Use of latest and most flexible roaming billing standards.
- Manage volume of discounts and taxation.
- Support for individual roaming agreements with roaming partners.
- Support for Returned Account Procedure management.
- Provide auditing & statistical reports.

E-Voucher

ESKA® E-Voucher is an electronic voucher recharging and distribution system enabling telecom operators to effortlessly widen their reseller's network.

- Provide multi-operator support.
- Provide multiple Reseller Interfaces (SMS, Mobile App and Web).
- PIN/PIN-Less Based Reselling Method.
- Produce efficient, environment-friendly and low-cost voucher.
- Protection against theft and reduction of fraud risk.
- Advanced reports and statistics.
- Easier operator management of re-sellers distribution cycle and their commissions.

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Collections Management

The telecom software system functions to fulfil all your business needs, including the fulfilment of your bills and invoices. Our software also optimizes the collections process, ensuring all debt and disputes are taken care of.

- ESKA Collections
- ESKA Bad Debt Tracker
- ESKA Legal

Collections and Dunning

Use ESKA® Collections to collect money using various methods such as credit orders, credit card, bank transfers, and any other payment method.

- Take any needed actions based on events occurring during the debt collection cycle.
- Automated rule-based actions such as sending notifications, service barring, line suspension and termination, in
- addition to any user-defined actions.
- Generate reports that will be used for monitoring issues.
- Monitor debts and manage payment rescheduling and instalments.
- Process overdue debts, fines and fees from delinquent customers.
- Promise to pay and instalments, in addition Holiday Shift feature to control the collection system schedule with fully
- integration with dunning system.
- Credit collections management process to improve collector efficiency and minimize bad debt write-offs.
- Integrate with Credit Vetting system and payment gateways and platforms.
- Integrate with ESKA® Bad Debt Tracker for Dispute Management.

Dispute Management

ESKA® Bad Debt Tracker is a comprehensive dispute management system for tracking all types of disputes; automating the process of tracking your customer's bad debts.

- Intuitive interface to configure collection workflows and interactions without IT support.
- Manage external agencies, legal collection and enable new collection channels.
- Advance settlement options with the ability for instalments.
- Trigger automatic actions and notifications.
- Manage service restrictions and restoration.
- Detailed history logging and Intensive operational reporting.
- Easy integration, TM-Forum standards, with third party billing system and external debt collection agencies (DCAs) based on.
- Fully integrated and synchronized with ESKA® DCRM.

Matter Management

ESKA® Legal is a legal case management system that allows the coordination of action and consultation for your legal department.

- Manage client information, contracts and financials.
- Handle lawyers' profiles, both yours and your opponent.
- Administer litigation services: a matter's general information, documents, court hearings and petty expenses.
- Bring about consultancy services to clients
- Provide a user-friendly calendar and notifications to ensure no meeting or court-hearing is missed.
- Define matter classifications and flow according to country's local law (steps, legal durations and more).
- Maintain additional information, such as about judges and courts.

Electronic Payment

Aside from handling debt and other collections matter, our range of telecom software also make it easier for the payment process of your customer's billing obligations. Thanks to a range of e-payment systems, you can ease the operation of your top-ups and bills.

- ESKA Payment Switch
- ESKA M-Wallet

Payment Switch

ESKA® Payment Switch enables service providers to receive various types of payments from their respective customers.

- Omni-channel allowing you to receive payments from various channels such as Web, Mobile App, Kiosks, Shops, Digital Wallet, Banks or Payment Gateways.
- Process payments for various services money transfer, settlement of bills and prepaid top-ups.
- Support automatic and manual reconciliations between service providers and all payment parties.
- Notify customers and system users as needed using emails, SMS, Push Notifications.
- Fraud Management detects any suspicious activities in the authorization and transactions made by users.
- Uses highest and latest security standards including Encryption, Secure Hash, 2FA and Digital Signatures.
- Fully integrated with ESKA M-Wallet, our standalone Digital Wallet system.
- Integrate with ESKADENIA and 3rd party systems from various service providers, such as Banks, Payment Gateways, Utility Companies and Communication Service Providers.

Digital Wallet

ESKA® M-Wallet is a digital wallet accessible anytime anywhere using a browser or mobile app.

- Provide a range of payment services, which include cashless payments, money transfer, bills payment, prepaid top up, cash out and transfer.
- Create flexible fee configurations based on personalized needs and rules.
- Recharge directly and easily using various means including vouchers, telecom accounts, cash deposit and consumer bank account.
- Powerful Fraud Management and extensive security with data encryption and protection.
- Cash out from any available agent or service provider
- Customers can submit any inquiries directly through the system.
- Configurable alarms, notifications and alerts
- Subscriber barring management
- Support for NFC with mobile apps available for both Consumers and Agents
- Provide a smooth payment workflow by integrating with a number of third-party and ESKADENIA systems.

Notifications Systems

Notifications continue to be an integral part of the communication workflow, ensuring you and your customers are always aware and on top of things. Our Telecom software systems support forms of customer notifications to create a smooth business process.

- ESKA CNS
- ESKA SMSC

Customer Notifications

ESKA® CNS is a powerful communication software system with high-volume messaging and notification capabilities to increase customer engagement and satisfaction.

- Provide multiple communication methodologies such as SMS, email, Mobile App and Websites.
- Provide Push & Pull Communication Support.
- Dynamic Templates.
- Ability to create Group/Bulk Messages.
- Task/Event-based Workflow.
- Dashboard & Charts Wizard.
- Easy Integration with the required data sources.
- Support for Oracle and MySQL databases.

SMSC

ESKA® SMSC is a Short Message Service Centre system that allows the management of your SMS.

- Support a number of basic network access functionalities, such as SMS submitting, delivery, notifications delivery and delivery reports.
- Provide various supplementary access functionalities, such as message cancelation and message replacement.
- Manage your messages' traffic and provide delivery mechanism for optimum flow.
- Store messages until delivery time, including setting an expiry date on the message.
- Support various types of messages and present flexible charging methods, including real-time charging and offline charging.
- Set alarms for any critical system errors or faults and provide system statistics and reports.
  Support different networks in the IP and Signalling domains.

Other Systems

Our telecom software also handles other diverse functionalities to ensure all your business needs are taken care of. This may include mobile number portability and inventory needs. Taking care of all telecom demands, no matter what it is.

- ESKA MNP
- ESKA Inventory

Mobile Number Portability

ESKA® MNP supports the Mobile Number Portability workflow among the different operators.

- Recipient/Donor led porting processes.
- Integrate with CDB using any integration protocol.
- Provide full automation for porting activities.
- Manual and automated porting validity checks.
- Transparency over porting rates and cases.
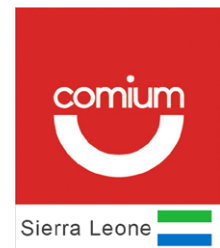- Backlog for issue tracking.

Inventory Management

ESKA® Inventory automates all your inventory processes providing detailed information about your inventory items.

- Build a dynamic hierarchal structure for your warehouse.
- Categorize items based on location.
- Arrange products in batches based on your accounting method.
- Various types of inventory transactions; e.g. Receipt, Issue,
- Transfer and Return.
- Post vouchers to the financial system automatically.
- Integrate with other ESKADENIA systems for automated accurate results (see diagram for examples).

Sample Customer List

orange™

VIVACELL MTS

zain

Virgin mobile
KSA

vivacell
we believe

Virgin mobile
South Africa

KT karabakh telecom

NOVAFONE
beyond words

umniah

comium
Ivory Coast

comium
The Gambia

comium
Sierra Leone

For a detailed list of our customers and more information about our telecom products, please visit: **www.eskadenia.com/telecom**

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