

The Opportunity

Today's service providers are under constant pressure to provide high quality service at a low cost to both satisfy customer's expectations and earn a profit. Oftentimes, service providers utilize manual processes without systems or data to support critical functions such as quoting, ordering / provisioning, contract management, cost validation, usage management, reporting / analysis, etc. The result is a high cost to provide back office support, lower service levels, increased telco costs and poor or non-existent analytics and information to make key business decisions across functional areas.

gpxcloud changes this by providing system automation, database support and key analytics covering major functional areas such as service quoting, provisioning, network inventory, cost analysis, voice network usage management and more.



gpxcloud Application

Solution Benefits

Service providers achieve the following benefits using gpxcloud:

- **Enhanced margins** through process automation, optimized networks, invoice validation, optimized contracts and analytics
- **Improved process quality / timeframes** resulting in **improved service quality**
- **Enhanced visibility** to most functional areas resulting in **better** decision making

Solution Overview

gpxcloud provides coverage of major back office functions. The following is a description of each module:

Quoting:

- Generate quotes for circuits via real-time (API or Contract) and non real-time (Email) methods
- Quickly compare current quotes to quote history
- Integration possibilities to CRM or other platforms

Provisioning / Order Management:

- Auto create order from Quote process
- Manage order workflow tracking key dates driving better intervals
- Track orders related to special projects

Network Inventory:

- 360° view of inventory attributes (configuration, orders, contract, sites, equipment, etc.)
- Auto create inventory items from orders
- Inventory drives many workflows (accrual, validation, disconnect, etc.)

Cost Analysis:

- Detailed cost (invoice) data (EDI, CABS, etc.) for services managed in application
- Full invoice management process support (invoice validation, dispute management, accrual generation, GL coding/ payment)
- Cost analysis supporting service level and customer level gross profitability analysis

Contract Management:

- Track key contract milestones and renewals to ensure up-to-date, low cost services
- Monitor contract commitment attainment on regular basis
- View services that are billing on each contract
- Quick access to key contract documents, terms and conditions, etc.

Solution Overview (cont.)

Usage Management:

- Call detail records (CDRs) are processed, enriched and transformed into insightful analytics
- Trunk utilization is computed and monitored to ensure a high grade of service is delivered
- Internal CDRs are compared to provider rated CDRs to ensure accurate billing levels
- Terminating vendor call delivery performance is calculated and monitored

Reporting & Analytics:

- Robust set of reports, visualizations and dashboards support all modules
- Themed dashboards including Vendor Scorecard, Usage Cost Drivers, etc.
- Self-service reporting / visualization interface allows for simple analytic creation
- Subscription service allows users to subscribe / schedule delivery of any report / visualization in app

Built on Cloud Native Technology

gpxcloud is architected and developed using the latest, state-of-the art cloud technology stack:

- Front end: Angular
- Middle / Back End: Node.js
- All infrastructure hosted by AWS
- Database components: RDS-PostgreSQL, AWS Redshift
- AWS services: EC2, Lambda, SQS, SWF, SES, S3, Cloudwatch

Companion Services

Cloud Age also offers services that extend the value provided by our SaaS platform. Our experts can perform the following services when in-house resources are not available:

- Managed Least Cost Routing (incl. LCR Platform)
- Managed Regulatory Compliance
- Circuit Quoting, Provisioning & Ordering

About Cloud Age Solutions

Cloud Age Solutions is redefining how competitive service providers manage their businesses. Our professional and SaaS services enable our customers to enjoy expanded margins through maintaining optimal networks, automated processes, fully reconciled inventory / invoice charges, current contracts and more!



Want to Learn More?

To learn more about gpxcloud, please contact Ian Brown @ ibrown@cloudagesolutions.com or 571-338-1215.