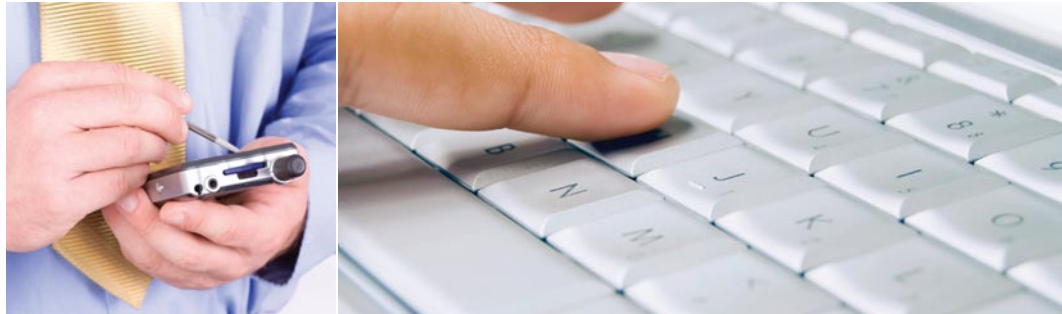


**D**

**DATEX**

Services made simple.



Established in 1989 and located in Toronto, Ontario –

Datex provides expertise, tools and resources as outsourced services for organizations. Through the development and refinement of our flexible and robust software, business processes and industry expertise over the past 20 years, Datex reduces the expense and headaches of managing and supporting back office systems and functions while increasing operational and data reporting efficiencies.

EXPERTISE

+ TOOLS

+ RESOURCES

---

= SERVICES MADE SIMPLE



## **DATEX BILLING SERVICES**

Datex provides a proven, full featured and comprehensive way to handle critical billing and customer management needs.

All customer intensive organizations face unique challenges when implementing and integrating Customer Management & Billing software within their existing environments.

Customer Management & Billing software must accommodate the changing needs of complex organizations and the product and service offerings that they provide. The Datex Software as a Service (SaaS) solution addresses these challenges.

Whether it is customer management, order management, provisioning, billing or any other aspect of Customer Management & Billing, Datex has the solution.



### Customer Management

- Fully featured, SaaS, web-based customer management solution including order management, product management, customer management, payment management, revenue management and detailed reporting
- Journal system (trouble ticket solution)
- Complete payment processing functionality for both agents and customers
- Automated management of overdue accounts
- Client branded, hosted customer portal with new customer enrolment, bill presentment, payment processing and order processing
- Sophisticated product catalogue that supports all telecom products

### Order Management

- Voice, data and wireless products are supported
- Intelligent provisioning solution
- Vendor neutral solution capable of supporting any vendor
- Integrated workflow by service type and/or vendor
- Fully documented API for system-to-system communications



### Invoice Management

- Fully customizable invoice presentation with both paper-based and online presentation
- Complex rating including bundles, promotions, recurring and non-recurring charges
- Accurate taxation with full audit capability
- Multi-language and multi-currency support

### Revenue Management

- Treatment cycle – fully automated management of overdue accounts
- Automated customer communications – new product launches, welcome packages, invoice messaging
- Payment management – process electronic fund transfers and credit cards through batch or one time/real time processes

### Business Intelligence

- Comprehensive reporting through on demand, scheduled and ad-hoc report tools
- Dynamic Reporting – web-based query and analysis tool
- Static Reporting – management reports, billing reports, on-demand reports
- Data snapshots – import all data into existing reporting solutions



### Why Datex?

- Datex will lower ongoing operating costs through a transactional based business model
- Datex requires little or no initial capital expenditure
  - web-based SaaS solution
- Datex allows clients to focus on their core business – we do the heavy lifting
- Datex is a complete solution – no requirement to integrate with other platforms or applications to achieve the functionality required
- Datex is a long term solution – customizable, flexible and scalable



- 1989** ▪ **Datex Communications Corporation established**
- 1994** ▪ **Datex launched Customer Accounts Receivable System**
  - Provided telecom carriers ability to create, maintain critical customer information and invoices
  - Provided customer lifecycle management capabilities
- 1996** ▪ **Datex launched web-enabled version of Customer Accounts Receivable System**
  - Developed hosted model (SaaS) delivery capabilities
- 1999** ▪ **Affiliated Computer Services, Inc. (NYSE:ACS) (“ACS”), acquired Datex**
  - Enhanced tools, processes, and streamlined operations
  - Upgraded operational processes and controls put into place
- 2001** ▪ **Datex reacquired by original owners**
  - Rebuilt SaaS solutions with new technologies
  - Introduced enhanced features to support next generation products
- 2003** ▪ **Datex acquired Xtend Software Corporation, a CRM software supplier**
  - Increased CRM capabilities
  - Added experienced management with CRM industry expertise
- 2007** ▪ **Datex acquired Contour Telecom, an outsourced Telecom Expense Management (TEM) provider, established in 1996**
  - Added TEM capability for Datex clients
  - Added experienced management with TEM industry expertise
- 2007** ▪ **Datex acquired Angus Dortmans Associates Inc. a telecom management consulting firm**
  - Added telecom consulting capabilities for Datex clients
  - Added experienced management with telecom industry and consulting expertise

[www.datex.ca](http://www.datex.ca)

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