HANSEN
POWER THE NEXT.™

PRODUCT BRIEF

Hansen**CCB**™

End-to-end customer care and billing solution for new entrant and specialist communications service providers.

CREATE

DELIVER

ENGAGE

Are you concerned that constant changes within the communication services markets are making it harder to keep pace with your customer base? Is your current system limiting your options to meet market needs and your ability to retain and increase overall market share? Sometimes monolithic, antiquated billing systems hold you back from reaching business goals due to inflexibility and lack of interoperability with other backend processes and systems.

Hansen CCB enables CSPs to keep pace with change so they can deliver digital experiences through a convergent end-to-end customer care and billing platform. As a true best-of-breed solution for customer care and billing, Hansen CCB lets your business focus on customer engagement over the lifecycle of the customer

Grow Your Subscriber Base
Flexible packaging and bundling options to better target your customer base and new markets while managing OTT partnerships to your advantage.

Reduce Churn
Develop targeted win-back campaigns, manage multiple payment models: prepaid, postpaid, vouchers, installment plans.
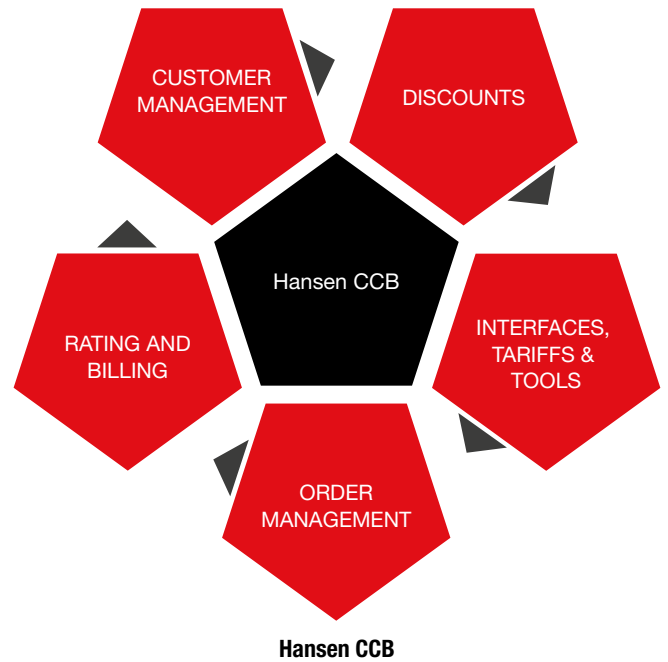
Lower TCO (Total Cost of Ownership)
Automate processes and reduce edge systems. Operate multi-company, multi-currency, multi-country services all in one system, hands-on management of the service environment.

HANSEN

HansenCCB™

Hansen CCB empowers you to meet new and increasingly sophisticated operational needs. The cloud-based customer care and billing application offers increased ease-of-use and operational efficiency while enabling you to get started quickly if you're building a new telecommunications product line. Hansen CCB is specifically designed to streamline the day-to-day operations of telecom operators working in any combination of markets –mobile telephony, wire line, mobile broadband, TV, IP/broadband, even wholesale.

Hansen CCB is part of the overall Hansen Create-Deliver-Engage Suite that helps CSPs deliver the next digitally driven experiences to customers. The Customer Care module is designed to reflect new and more sophisticated telecom provider requirements. It is fully data-driven with simpler and more intuitive navigation through the client.

With Hansen CCB you get the benefit of a fully-integrated CRM system that allows marketing, sales and customer care departments to work closely together within your organization, drawing on common subscriber data. Combined with Hansen Catalog for product definition and **Hansen CPQ**, CSPs can drastically reduce time-to-market for product offerings while increasing the effectiveness of contact centre and self-service sales channels.

Hansen CCB

Diagram showing petals around a central "Hansen CCB" pentagon: CUSTOMER MANAGEMENT, DISCOUNTS, INTERFACES, TARIFFS & TOOLS, ORDER MANAGEMENT, RATING AND BILLING

BENEFITS

Focus on the Customer Journey
Rich web-based and table clients all utilize the same business logic making Hansen CCB accessible from different devices, platforms and locations (on-site and mobile)

Grow Subscriber Base
Flexible packaging and bundling options that allow you to better target your customer base and new markets.

Speed up Time to Market
Add new products and services quickly, streamline processes and workflows, and integrate easily with the Hansen CBB pre-build IF (Integration Framework).

Increase ARPU (Average Revenue per Unit)
Drive additional revenue with bundled services, increased PPV/VOD sales, and multi-screen offerings. Measure ROI with powerful Business Intelligence capability.

Reduce Churn
Develop targeted win-back campaigns, manage multiple payment models: prepaid, postpaid, vouchers, installment plans. Monitor real-time churn using BI.

Lower TCO (Total Cost of Ownership)
Automate processes and reduce edge systems. Operate multi-company, multi-currency, multi-country services all in one system.

HansenCreate-Deliver-Engage™

for Communications Services Providers

HansenOM™
Commercial and Technical Order Über-Orchestration and Fulfilment Management

HansenPortfolio™
Installed Product, Service and Resource Inventory Management

HansenCCB™
Convergent End-to-End Customer Care and Billing for CSPs

HansenCPQ™
Cross-Market / Omni-Channel Quote and Order Capture

HansenCatalog™
Commercial Product and Technical Service Catalog and Lifecycle Management

HansenProvision™
Network Service and Device Activation

Create

Use geography and demographics to segment, profile, and target your customer base. Operate a multi-company or multi-country business.

Sell

Pre-fulfillment Design targeted campaigns to maximize you market share and ROI. Manage detailed customer information including addresses, contracts, and preferences.

Deliver

Hansen CCB provides complete logistics management allowing you to track shipping orders, work orders, and inventory. Hansen CCB has predefined integration connectors for most major CA systems.

Bill

Hansen CCB includes robust Finance, Billing, and Rating options to give your operation maximum flexibility. Hansen CCB supports any number of billing cycles, payment models including both postpaid and multiple prepaid.

Engage

Improve you customer service support using the Hansen CCB trouble ticket management and workflow with automatic escalation processes available. Handle both residential and commercial customers smoothly, communicate and store all correspondence.

Analyze

Hansen CCB provides over 60 industry standard reports and a pay media specific Business Intelligence module that gives you unprecedented insight into your operations using pre-built KPI and intuitive dashboards.

END-TO-END CONVERGENT CUSTOMER CARE AND BILLING
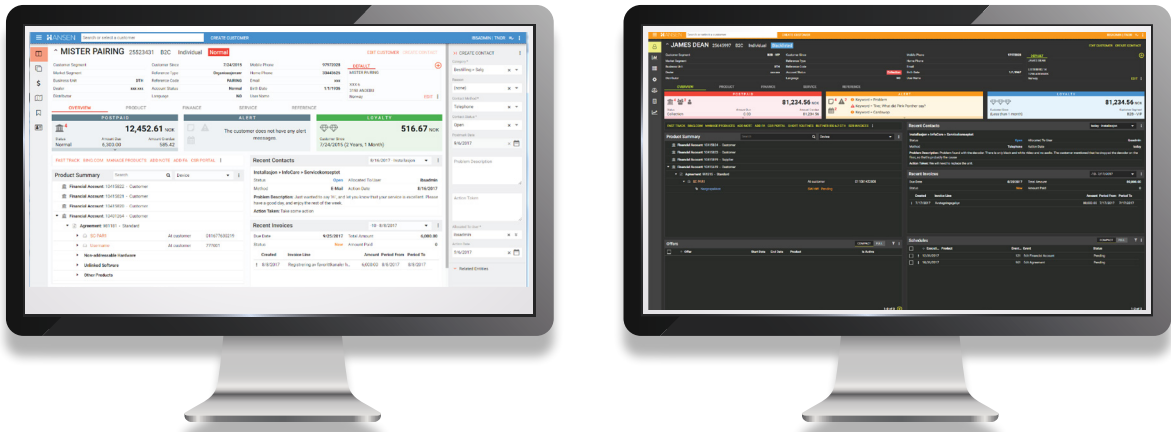
Hansen CCB

HANSEN CCB: THE RIGHT SCALE AND SCOPE

Hansen CCB is a service-oriented, event-driven application that scales to support rating, billing and invoicing of millions of customers. The system has open API's and a powerful Integration Framework that is designed to reduce the time, cost, and effort of integrating systems. Hansen CCB is available either as a cloud solution or on-premise.

Turning product innovation into new business revenue is imperative in the age of 5G and digital services.

The Hansen Create-Deliver-Engage suite for communication services providers is comprised of catalog-driven cloud applications that enable service providers to create and deliver the next experience and grow new business models through accelerated product innovation.

Learn more at hansencx.com

POWER THE NEXT.™

Powered by Hansen

Viasat:M
MultiChoice ENRICHING LIVES
airtel
Qet
vodafone
orange™
LIBERTY LATIN AMERICA
SmarTone

Hansen Technologies (ASX: HSN) is a leading global provider of software and services to the energy, water and communications industries. With its award-winning software portfolio, Hansen helps over 620 clients from over 30 offices worldwide to create, deliver and engage with their customers, to manage and analyze customer data, and control critical revenue management and customer support processes.

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