MATRIXX EnterpriseNOW™

Provides enterprise customers with real-time visibility and controls over mobile spend

The MATRIXX EnterpriseNOW™ solution provides a host of real-time service access and spending management tools for enterprises to maximize their communications budgets. Real-time spend controls offer enterprises the transparency, visibility, and control they need to make business decisions 'in the moment.'

At the same time, MATRIXX EnterpriseNOW helps communications service providers (CSPs) avoid costly dispute processes and bad debt write offs that result from enterprise customer bill shock. It strengthens and redefines the relationship between CSPs and their business customers by providing a real-time, interactive, intuitive experience for the enterprise and its employees.

With MATRIXX EnterpriseNOW, CSPs can:

- Avoid bill shock, disputes, and billing issues with high-value enterprise customers

- Develop more tailored corporate services based on detailed understanding of an enterprise customer's usage and spend patterns

- Easily manage complex, negotiated enterprise contracts that include sharing pools of resources, incentive pricing, etc.

- Win greater customer loyalty by making enterprises transparently aware of their spending in real-time

Enterprise customers can:

- Project and predict communications costs more accurately and better manage budgets from aggregated, simple-to-understand bills

- Avoid service disruptions which can occur during the dispute resolution process

- Eliminate or reduce unauthorized overage charges while taking advantage of real-time opportunities to purchase additional voice or data allowances specific to their usage needs

Market dynamics

Several market dynamics have necessitated a transformation in the way CSPs manage relationships with their enterprise customers. Smartphones and tablets are now widely used by enterprise employees, creating a huge amount of mobile broadband data traffic. Research shows that enterprise customers are more likely to roam, and that they deliver up to 40% of revenue, contributing higher margins than consumers while using larger volumes of data over multiple devices.

This may be good for CSPs, but it can be a problem for enterprises – and detrimental to the customer relationship. If CSPs are to profit in the future from their enterprise relationships, they must help these important customers manage communications budgets across organizations, work groups, and individuals.
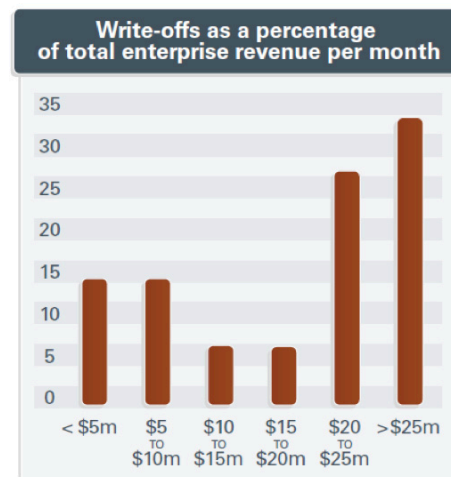
Bill shock can lead to significant write-offs for CSPs

Stopping bill shock, a significant issue for enterprise customers

Bill shock is a serious problem – for enterprises and CSPs who serve them. Individual CSP write-offs from bad debt due to enterprise customer bill shock are often more than US$20 million a month, or nearly $250 million

a year for tier one and tier two CSPs. This problem is exacerbated because whole enterprises can churn to another CSP even if disputes are resolved.

Bill shock occurs when employees have little visibility over the pricing of individual services and little idea about how much data they have consumed. Many assume that their mobile data package is unlimited and therefore don't feel constrained in their usage. The finance department must wait until the end of the monthly billing cycle before gaining visibility over employee usage, and at that point it's too late to avoid overages.

Using EnterpriseNOW, CSPs can offer their enterprise customers real-time visibility and control over their communications spending, ensuring that all charges are authorized by the corporation, that enterprises are notified before they incur overages, and that bills are predictable and within a set budget each month. CSPs benefit from avoiding lengthy, unpredictable, and costly bill reconciliation and dispute resolution processes triggered by bill shock.

The benefits of EnterpriseNOW

Ultimately, EnterpriseNOW acts as a unique e-channel between CSPs and customers by offering real-time decision-making capabilities to both parties, greater flexibility for enterprises to manage their budgets, and more opportunities for CSPs to excel in their customer relationships – all 'in the moment.'

The solution enables CSPs to model any negotiated pricing plan, including pools of shared data or minutes, hierarchical billing relationships, and varying payment terms. Spending limits and notifications can be set at any level of the enterprise from the individual device to the department, region, and CFO level. For example, field workers can be allocated more minutes and a greater data allowance to communicate with HQ.

With EnterpriseNOW, companies can establish policies with respect to which types of mobile usage are charged to the enterprise and which are considered personal – for example, distinguishing between corporate email usage and social networking. These policies help enterprise customers reduce or eliminate the use of communications budget for employees' private mobile usage.

Moreover, real-time notifications can be set so that department heads or budget owners are notified as individual employees or departments near spending limits or a data bundle is close to being exhausted. These notifications are 'moments' in which enterprise customers regain control over their communications spend. They can avoid paying overages at the end of the month, and they can decide to either dynamically reallocate an allowance from elsewhere in the organization or take advantage of a top-up provided at a preferential rate. These 'moments' also allow CSPs to sell more services or top-ups which can be more closely designed to the needs of each enterprise customer. Above all, both the CSP and the enterprise become aware of any and all charges so that there are no surprises when the bill comes, and disputes and write-offs are therefore minimized.

The result is less bill shock and more predictable bills, allowing enterprises to better plan their budget cycles and predict roaming usage spikes in advance. They can also understand if there are problems with specific users or departmental overages, which could be addressed in advance. CSPs can avoid disputes and write-offs and instead enter into an interactive customer relationship with the enterprise that engenders goodwill, trust, and loyalty.

EnterpriseNOW is the future of mobile broadband for enterprises and CSPs who need to maximize value and build loyal relationships and trust – all in the 'NOW.'

About MATRIXX Software

MATRIXX Software enables NOW. We give Communications Service Providers instant visibility, intelligence and control of services across your network. Our patent-pending, smart charging technology enables a seamless, intuitive service experience that empowers your subscribers – in the moment, every moment. Delivering up to a 100 times increase in efficiency and scalability, we equip you with the most advanced solution designed specifically for the data generation. Charging. Policy. Insight. Value. NOW.

Follow MATRIXX Software online:

Website: www.matrixxsw.com
YouTube: www.youtube.com/user/matrixxmarketing
LinkedIn: www.linkedin.com/company/586602
Twitter: www.twitter.com/matrixx_sw