

Kundenportal

Central information for cable customers

System description

The Kundenportal is a necessary software solution for small and medium broadband cable providers (BCP).

The Kundenportal is a module of the COSO – Appliance product group.

It serves as a communication platform between the BCP and the costumers.

1 Nothing more than necessary

Every unneeded function within the portal is avoided. The standard solution is capable of being extended by other modules through the BCP or our company.

2 Transparency cares for trust

Customer-specific data (bookings, services, dunning letters, accounts, traffic data and itemized bills) are imported from the Billingsystem database to the Kundenportal and customized to the clients.



figure: reference sample Firma Andreas Muth Antennenbaubetrieb



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- Easy to use
- Modular structure
- Separate module for administrators
- Password protected customer area

Welcome page after login to the portal. It is pointed at activities inside the portal. Furthermore the portal shows the current traffic.



figure: reference sample Firma Andreas Muth Antennenbaubetrieb

Outline over all important ledger data with options for direct printing or saving as PDF file.

3 Every further handshake is one handshake to much

Accounts, itemized bills and dunning letters are not only electronically generated but also electronically delivered to the customers via the Kundenportal. This saves time and money.

4 Integration of reliable solutions

Use functions and software solutions which are tried and tested e.g. fully integrated web mail application.

COSO-APPLIANCE

1 BILLINGSYSTEM



... Main module of the COSO – Appliance product group. This software was developed based on practical experiences and perfectly meets the requirements of each broadband cable provider. Easy provisioning of the internet and telephone connections through the official in charge.

2 SERVICEMODUL

... Puts a huge amount of network details at the technical experts disposal.

3 KUNDENPORTAL



... Provides contract relevant information to each customer (via the internet) through a customer portal.

4 PROVACCO

... Provisioning of modems and accounting of traffic customer specific.



Software - Entwicklung - Vertrieb

Firma Andreas Muth SEV
Gottenser Weg 10
06184 Kabelsketal/OT Schwoitsch

Tel.: +49(0) 34605 375 61
Fax.: +49(0) 34605 375 24
www.muth-sev.de