

Covad Communications Group Expands Services with New Revenue Management Platform



Covad Communications Group
San Francisco, CA
www.covad.com

Industry:

Communications

Annual Revenue:

\$443.2 million

Employees:

501 to 1,999

Oracle Products & Services:

Oracle Communication Billing and Revenue Management

Key Benefits:

- Streamlined and integrated business process
- Helped to accelerate nationwide rollout of integrate and hosted voice over internet protocol (VoIP) services
- Reduced errors related to manual data entry
- Enhanced customer service

“Oracle Communication Billing and Revenue Management is quite easy to understand and work with from a user perspective, and the product reliability and stability are very good.” – Billie Spell, Director of Software Planning and Quality, Covad Communications Group

Founded in 1996, Covad Communications Group owns and operates the largest nationwide DSL broadband network in the United States. The company specializes in creating easy-to-use, yet comprehensive communications solutions for small-to-medium-sized businesses (SMBs).

Covad attributes much of its success to its integrated approach to billing, revenue management and customer service—an approach enabled by Oracle Communication Billing and Revenue Management applications.

Covad acquired GoBeam, a provider of voice over internet protocol (VoIP) services in 2004. At that time, GoBeam was using Oracle Communication Billing and Revenue Management (known at that time as Portal Software) as a bill generation engine for its VoIP services. However, there was no integration with GoBeam’s manual order management and fulfillment processes. As a result, employees had to enter data for a single order into multiple systems. The process was inefficient and costly, and created the potential for billing errors. In addition, customer services representatives, on occasion, found themselves working with incomplete or out-of-date information.

In preparation for the national launch of its integrated VoIP service, Covad evaluated several alternative billing systems. The company decided that the best option was to expand the deployment of its Oracle Communication Billing and Revenue Management solution beyond its existing DSL business to include the new VoIP services, as well.

Why Oracle?

Covad chose Oracle Communication Billing and Revenue Management because of its stability, ease-of-use, and open application programming interfaces (APIs). With the Oracle Communication Billing and Revenue Management, which exposes its functionality, Covad easily integrated its other strategic business applications—including its Siebel order management technology from Oracle and its Chordiant customer relationship management solution—with its Oracle Communication Billing and Revenue Management platform. Now, when a customer orders a service, an account is automatically created in Oracle Communication Billing and Revenue Management that receives billable events through the company's various strategic business systems.

Covad has an integrated and streamlined the business process that eliminates disconnects between the ordering and billing processes. The integrated system also eliminates any redundant manual data entry, enabling information to flow seamlessly from customer ordering to service delivery and billing. This capability significantly reduced errors and lowered operational costs—a necessity for the company as it rolled out its VoIP service throughout the United States.

Oracle Communication Billing and Revenue Management is the primary billing system for Covad's retail VoIP and DSL service offerings. Covad also uses it to manage rating call detail records and bills for all access and usage services. Using Oracle Communication Billing and Revenue Management, Covad can bundle voice with its core data services, as well as many value-added enterprise services, including follow-me, visual voice mail, conferencing, and collaboration tools that make for attractive and compelling offerings for the SMB market.

As Covad's SMB customers require more advanced services, the company plans to leverage Oracle Communication Billing and Revenue Management applications to deliver an increasingly comprehensive array of products.

Covad is a leading nationwide provider of broadband voice and data communications. The company offers DSL, VoIP, T1, Web hosting, managed security, IP and dial-up, and bundled voice and data services directly through Covad's network and through internet service providers (ISPs), value added resellers (VARs), telecommunications carriers, and affinity groups.