

# ORACLE COMMUNICATIONS BILLING AND REVENUE MANAGEMENT RELEASE 7.4 DATA SHEET



BRM 7.4 IS THE INDUSTRY'S  
LEADING SOLUTION  
DESIGNED TO HELP  
TODAY'S  
COMMUNICATIONS  
SERVICE PROVIDERS  
DELIVER AN EXCEPTIONAL  
CUSTOMER EXPERIENCE.

## FEATURES

- Oracle AIA for Communications 2.4 compatibility
- Integration with Oracle BI Publisher
- Integration with Oracle Communications Services Gatekeeper
- Integration with Oracle Enterprise Manager
- Customer management enhancements
- Billing, pricing and invoicing enhancements
- Enhanced standards support

## BENEFITS

- Improved operational efficiency
- Greater flexibility for service personalization
- CSR empowerment through greater detail
- Maintainable integration between applications
- Increased performance

*Oracle Communications is the premier provider of billing and revenue management solutions for the global communications and media markets. Oracle Communications Billing and Revenue Management (BRM) empowers service providers to significantly improve time to market of new products and services, build stronger brands and lower operational costs. Oracle Communications BRM is service agnostic, allowing service providers to monetize and maximize each revenue stream for any customer type, service offering, partner relationship, payment method, business model or geography.*

## BRM 7.4 Value Proposition

Oracle continues to deliver on the ever changing revenue management requirements of the global communications and media markets, by demonstrating the ability to:

- Deliver an industry leading, quality driven billing and revenue management platform that can provide business support requirements for any service on any device
- Evolve its platforms to meet customers' existing and future requirements for features and functionality
- Create tighter integration with both Oracle and non-Oracle enterprise applications to improve operational efficiency, reduce implementation times, and ensure consistency of data flows between related platforms
- Continually refine core functionality for billing, pricing, charging, payment and customer management to support a service provider's needs for ever evolving service offerings
- Lower total cost of ownership of the service provider's BSS infrastructure through tighter standards compliances, improved platform support and higher performance

BRM 7.4 delivers greater value to the service provider by offering significant value through an impressive set of product enhancements, many of which are in response to customer requirements. The release includes:

- Extended and new enterprise application integrations
- New and enhanced product functionality
- Enhancements to reduce total cost of ownership (TCO)

This document provides a description of the key enhancements of the BRM 7.4 release.

Enterprise Application Integrations		
Feature	Description	Benefit
AIA for Communications 2.4	<ul style="list-style-type: none"> <li>• Pre-built sustainable integration</li> <li>• Add Promotional names to invoices</li> <li>• Add Friends and Family</li> <li>• Collections Management</li> </ul>	<ul style="list-style-type: none"> <li>• Improved operational efficiency</li> <li>• Improved product bundle targeting</li> <li>• Reduced risk of data entry error</li> <li>• Tighter links between BRM and CRM</li> </ul>
Application Management Pack for BRM (Integration with Oracle Enterprise Manager)	<ul style="list-style-type: none"> <li>• Simplified deployment and configuration via UI Configuration Editor</li> <li>• Enhanced diagnostic capabilities via detailed component metrics</li> </ul>	<ul style="list-style-type: none"> <li>• Faster implementation and configuration</li> <li>• Faster deployment</li> <li>• Improved service validation</li> <li>• Greater system control</li> </ul>
Oracle Communications Services Gatekeeper	<ul style="list-style-type: none"> <li>• Account top up via BRM</li> <li>• Online charging prior to service delivery</li> <li>• Offline charging for settlement to applications/subscribers</li> </ul>	<ul style="list-style-type: none"> <li>• Greater flexibility</li> <li>• Richer charging functions management</li> <li>• Reduced downtime</li> <li>• Lower systems costs</li> </ul>
Oracle BI Publisher	<ul style="list-style-type: none"> <li>• Enhanced Reporting and Invoicing</li> <li>• Over 60 out of the box report templates available</li> <li>• 2 out of the box invoice templates: Consumer and Corporate</li> <li>• Flexibility to assign custom invoice templates to bill units</li> </ul>	<ul style="list-style-type: none"> <li>• Flexible output formats</li> <li>• Easy to build in report and invoice customizations</li> <li>• Faster deployment</li> </ul>

Enhanced Product Functionality		
Feature	Description	Benefit
Account Types and Bill Dates for Multiple Units	<ul style="list-style-type: none"> <li>• Accounts can have multiple bill dates</li> <li>• Customer Center can now accept account types per bill unit</li> </ul>	<ul style="list-style-type: none"> <li>• More flexible billing options</li> <li>• Greater account complexity available</li> </ul>
Flexible BillNow	<ul style="list-style-type: none"> <li>• CSR can create a customer bill on request for selected items</li> </ul>	<ul style="list-style-type: none"> <li>• Improves customer service</li> </ul>
Payment Allocation to Multiple Bill Units	<ul style="list-style-type: none"> <li>• Apply account-level payments to all bill units in an account</li> <li>• CSRs can view an account's payment allocation and manually redistribute the payments between the account's bill units</li> </ul>	<ul style="list-style-type: none"> <li>• Greater payment flexibility</li> <li>• Empowers CSRs to provide better customer service</li> </ul>
Customer Center enhancements	<ul style="list-style-type: none"> <li>• Display service aliases</li> <li>• Backdated account creation and support</li> <li>• Display refund related information</li> </ul>	<ul style="list-style-type: none"> <li>• More service level detail for CSRs</li> <li>• Greater account flexibility</li> <li>• Increases customer service</li> <li>• Better account and product management</li> </ul>

Invoicing Enhancements	<ul style="list-style-type: none"> <li>• Enhanced invoicing data set</li> <li>• Balances including non-currency</li> <li>• Discounts and tax amounts, A/R actions (adjustments, disputes, settlements, write-offs, refunds)</li> <li>• Price plans, Siebel promotion</li> <li>• Data for wireless services: events, grouping by phone number</li> <li>• Past due, payments</li> <li>• Account hierarchy details</li> </ul>	<ul style="list-style-type: none"> <li>• Faster invoice development</li> <li>• Greater level of detail for customers</li> <li>• Increased quality assurance</li> <li>• Increased customer service</li> </ul>
Pricing Enhancements	<ul style="list-style-type: none"> <li>• Create discount objects with underlying discount model(s)</li> <li>• Retrieve discount objects with underlying discount model(s)</li> <li>• Discount Creation and Retrieval</li> <li>• Export/Import of Pricing Data</li> </ul>	<ul style="list-style-type: none"> <li>• More flexible pricing models</li> <li>• More personalization of product bundles</li> <li>• Greater control</li> <li>• Greater usage detail for CSRs</li> <li>• Increased customer service</li> </ul>
Online Charging	<ul style="list-style-type: none"> <li>• Number portability is now enhanced to update number portability records in the AAA Gateway server without interrupting the real-time event processing flow</li> <li>• Lightweight Authorization improves performance of prepaid authorizations by avoiding charge calculation in cases where prepaid balances are within configured thresholds</li> </ul>	<ul style="list-style-type: none"> <li>• Greater control over services and usage</li> <li>• Reduces system errors</li> <li>• Higher QoS</li> <li>• Improved convergence</li> </ul>
Subscription and Balance Management	<ul style="list-style-type: none"> <li>• Credit control and notification - user to specify fixed threshold amounts in the credit profile configuration</li> <li>• Transfer balances between service groups - enhanced to support transferring a service from one balance group to another</li> </ul>	<ul style="list-style-type: none"> <li>• Greater control over service thresholds</li> <li>• Improves customer service</li> <li>• Greater flexibility in account types</li> </ul>

Enhanced Total Cost of Ownership		
Feature	Description	Benefit
Standards Support and Compliance	<ul style="list-style-type: none"> <li>• Compliance with the latest Diameter RFCs (3588 and 4006)</li> <li>• Enhanced support for Radius RFC 2865 and 2866 accounting protocols</li> <li>• TAP - complete GSMA TD.57 specification compliance</li> <li>• SOX:               <ul style="list-style-type: none"> <li>○ ability to configure the time period after which BRM will log the user out and prompt for an auto-reconnect</li> <li>○ Ability to configure the number of allowed invalid login attempts before the service is locked</li> <li>○ Tracking of the user activities for audit and control that typically tracks the date and time of the activity and the IP Address of the client machine</li> <li>○ Update of all client applications for consistency when presenting prompts, warnings and errors</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Greater control over usage monitoring</li> <li>• Greater depth of information to support audit functions</li> <li>• Immediate compliance with the latest standards</li> </ul>
Enhanced Account Loading	<ul style="list-style-type: none"> <li>• Better control over which accounts are to be loaded into memory for online charging (TIMOS) and offline charging (batch pipeline)</li> <li>• Reduced amount of memory used</li> <li>• Reduced start-up time of the pipeline</li> </ul>	<ul style="list-style-type: none"> <li>• Improved operational efficiency</li> <li>• Improved performance</li> <li>• Increased user control over the system</li> </ul>
Oracle Database 11g support	<ul style="list-style-type: none"> <li>• Supports Oracle 9i, Oracle 10g R2 and Oracle 10g RAC. This extends the list of database servers that BRM supports by being certified against Oracle 11g and Oracle 11g RAC</li> </ul>	<ul style="list-style-type: none"> <li>• Improved speed and performance</li> <li>• Supports latest internal Oracle developments</li> </ul>
Localization packages	<ul style="list-style-type: none"> <li>• Client tools and online help files are available out of the box in several languages in addition to English. Localizations packages for:               <ul style="list-style-type: none"> <li>○ Japanese</li> <li>○ French</li> <li>○ Spanish</li> <li>○ Italian</li> <li>○ Chinese Simplified</li> <li>○ Chinese Traditional</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Improves regional customer service</li> <li>• Increases customer satisfaction</li> <li>• Demonstrates global focus</li> </ul>

**RELATED PRODUCTS AND SERVICES****RELATED PRODUCTS**

Oracle Communications BRM 7.4 is architected to seamlessly integrate with:

- AIA 2.4
- Siebel CRM
- Oracle Communications Network Mediation
- E-Business Suite (G/L only)
- Communications Services Gatekeeper
- Oracle BI Publisher
- Oracle Enterprise Manager

**RELATED SERVICES**

The following services are available from Oracle Support Services:

- Update Subscription Services
- Product Support Services
- Online DBA

**Platform Support**

BRM 7.4 will support the following Hardware platforms and operating systems:

- Solaris 9 and 10 (both 32 and 64 bit)
- HP-IA64 11i v3
- Linux OEL and RHEL (4.5 & 5)
- AIX 6.1

Databases supported:

- Oracle 9i, 10g and 11g
- Oracle 10g RAC and 11g RAC

Application Integration Architecture supported:

- AIACOM 2.4

Refer to BRM 7.4 product documentation for more information on the combination of supported platforms and compatibility.

**Upgrade Paths**

Direct upgrades to BRM 7.4 include two direct upgrade scripts from BRM 7.3 and BRM 7.3.1.

Customers on older product Releases will not have access to direct upgrade path; instead they will need to perform an incremental upgrade:

- Release 6.2 to Release 7.0, Release 7.0 to Release 7.3 and then to BRM 7.4.
- Release 7.0 to Release 7.3 and then to BRM 7.4.

**Contact Us**

For more information about Oracle Communications Billing and Revenue Management Release 7.4, please visit [oracle.com](http://oracle.com) or call +1.800.ORACLE1 to speak to an Oracle representative.



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