



Buzznet – building partnerships for success

Buzznet offers expertise with a focused approach to architecture development, Internet business applications and smart integration techniques.

Areas of Specialization

Actionable Consulting

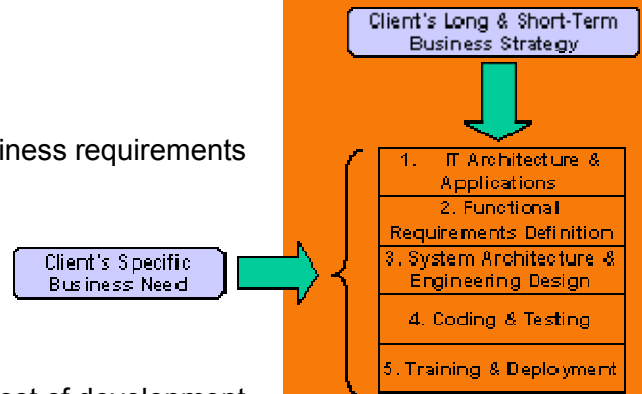
- Define IT architecture to meet business needs
- Deliver business requirements consulting where necessary
- Provide an impartial view on new IT procurement
- Realize additional returns from existing IT Investments.

Software Development

- Provides custom software development, as per specific business requirements
- Allows customer to retain full IP rights
- Includes full documentation and training
- Allows for optional maintenance

The Malaysian off-shore base Advantage

- IP protection, Data Security & Information Privacy.
- Low cost of infrastructure and low attrition reduces overall cost of development cycle, and provides for a stable environment.
- Stable political climate backed by consistent economic growth which makes it attractive for sensitive, high end applications in banking and finance.



What We Do	Your Advantage
Reuse, integrate and extend existing applications.	<ul style="list-style-type: none"> ▪ Extend life of existing applications ▪ Minimize re-training ▪ Additional returns on existing investments
Smart integration	<ul style="list-style-type: none"> ▪ Bring together best-of-breed solutions ▪ Enterprise-wide business intelligence out of legacy systems
Accelerated delivery of solutions.	<ul style="list-style-type: none"> ▪ Faster realization of application benefits
Full intellectual property rights, unrestricted deployment.	<ul style="list-style-type: none"> ▪ No additional licensing fees to be paid - unlimited deployment rights within the organization.
Fixed-price bid model.	<ul style="list-style-type: none"> ▪ No hidden development costs



Malaysia's Number One provider of information communication technologies.

Customer Requirement:


To implement the B2C and B2B solutions for fixed line customers to pay bills online through different payment channels such as Credit Card, Debit Card etc.

Business Problem

The client wanted to provide online bill payment facilities to its client

Solution

- Requirements gathering, mapping the clients requirements to Siebel's CBM product and implementing them.
- Uses the eDocs eaDirect/eaPay APIs to implement the solutions.
- Designed, Developed and Implemented the new payment gateways for Credit Card and Direct Debit payments
- Designing and Developed Various Payment Cartridges to External Payment system/agencies (FPX and Cheque Payments)
- Integrated with a third-party Fraud Protection System to manage and eliminate Credit Card Frauds
- The entire system was developed in J2EE using the Oracle/Siebel's Communication Billing Manager Product



Designing technology solutions
beyond boundaries



Results and Key Benefits

- Provides a comprehensive Customer Self Service Application, which helps the Sales Reps/Service representatives to better assist their clients.
- Allows them to create and manage their own Business Hierarchies for the Phone Data Lines
- Allows the customers to view their Bills online as they see their physical bill
- Customers can make payments online and view their payment history
- Allows the customers to dispute their bills/line items
- Auto-enrollment of clients customers for promotions/events
- New Bill Notifications and Payment Notifications
- Generate various reports for client Product Marketing to monitor the usage and the payment collections

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