

OpenARMS™ from ACE*COMM

As technologies blur the lines between home, work, and play, operational and billing support systems have not kept pace. Most OSS/BSS solutions were designed and built before convergence, before multimedia content was widely available, and before mobility became a means of personal expression.

No More “Make it Fit”

Instead of adapting your new business models in order to shoehorn them into older process and accounting methods, **OpenARMS lets you model your business the way you want it to work.** Its open and flexible architecture was designed specifically for that purpose, providing;

- Increased business agility
- Lower total cost of ownership
- No vendor lock in

ACE*COMM OpenARMS™ is an **Advanced Revenue Management Solution** specifically designed for forward looking and next generation service providers.

OpenARMS features an open and adaptable platform for the creation of tailored revenue management solutions.

OpenARMS controls and manages revenue generating transactions, processes, and components; from network elements to marketing campaigns, from physical products to complex charging and discount structures, from multi-relational account structures to partner contracts and revenue share agreements. OpenARMS provides complete and worry-free management of your revenue chain.

Use OpenARMS to mix and match mobile capabilities with content-rich services along

with pre- and postpaid methods of payment to create:

- Cross-service bundles
- Multi-service promotions
- Hybrid service offerings
- Services that are relevant to your subscriber base

OpenARMS gives you unprecedented abilities to take advantage of advanced revenue management capabilities such as integrated campaign management (the end-to-end management of a service offering throughout its entire life cycle), integrated charging (supporting real-time charging and rating, balance management, fixed/mobile convergence, cross product line charging and discounting, invoice/statement generation), and integrated decision support.

Integrated Campaign Management

- Order Management
- Sales Force Automation
- Customer Relationship Management

Integrated Charging

- Event Processing
- Billing
- Product Management
- Financials

Integrated Decision Support

- Business Intelligence
- Revenue Assurance

Security Management

- Users, groups, partners, vendors, etc.

System Architecture

Flexibility

OpenARMS uses a service oriented architecture (SOA) compliant framework over a configurable database model. The SOA framework supports quick and seamless integration with third party applications and the configurable data module allows the solution to be specifically tailored to your requirements without having to customize core solution components. OpenARMS can be deployed incrementally, installing only the features you need.

This approach also allows OpenARMS to be readily integrated with existing installed applications, extending the life of those systems and increasing your return on investment.

OpenARMS Features

- SOA compliant
- Loosely coupled
- Common data model
- Rules based
- Massively scalable
- Database independent
- Platform independent
- Future-proof
- Open design
- Business process templates

