

Business Support Framework

Transaction management platform

Bluetab's Business Support Framework (BSF) is an industry-strength end-to-end transaction management solution. Built around an innovative deal-centric architecture, it offers unparalleled flexibility in implementing and managing complex agreements and settlements.

Real-time support for complex deals

The BSF, delivered in both J2EE and .NET implementations, is a next-generation commerce platform designed to automate a range of core business processes. Using a modular building-block approach, the system can support a wide range of functionality, including:

- *End-to-end transaction automation*
- *Dynamic pricing*
- *Real time rating & billing*
- *Partner settlement*
- *Service access authorisation & accounting (AAA)*
- *Reporting*
- *Customer support*
- *Multi-channel interfaces (web, WAP, J2ME, etc.)*
- *Multi-language, multi-company & multi-currency management*

At the core of the framework is our object-oriented billing & settlement engine which both enables high volume, real time rating and billing, and automates complex settlement scenarios using Bluetab's sophisticated 'Value Chain' multi-party cascading settlement platform which can be configured on-the-fly to support sophisticated settlement rules.

Open source components keep costs down

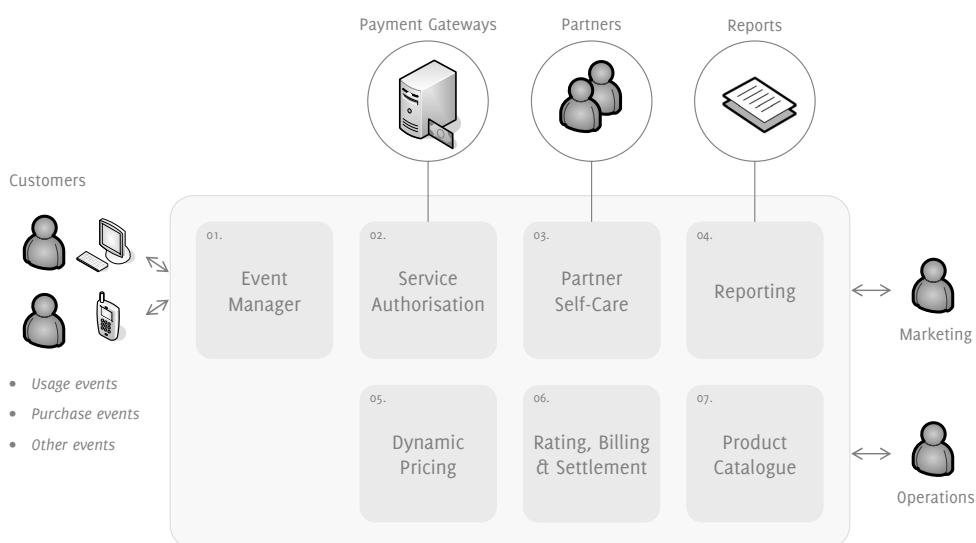
Based on an open source application stack, the Business Support Framework is hardware-, operating system- and database-independent, which keeps set-up and support costs down and enables maximum flexibility in deployment. With the system core fully isolated from the external interface layers, it is also hugely adaptable in terms of the range of business models that can be supported.

Best-of-breed reliability

The framework leverages years of experience in the highly demanding world of real-time, 24/7 telecoms support systems and is built from the ground up for total reliability in high transaction volume environments.

Based on a set of core modules that integrate seamlessly using open interfaces, the BSF also has a range of additional modules available (e.g. multi-channel online shop, logistics, business intelligence) that can be plugged into the framework to further enhance its functionality.

Business Support Framework: core modules



Core module functions

- **Event Manager:** interfaces with partners, network elements, and other applications to retrieve different types of event data.
- **Service Authorisation:** authorises access to services in real time based on financial criteria, for example a partner balance.
- **Partner Self-Care:** a web-based interface allows partners to manage their accounts, query settlements and invoices and access their reports.
- **Reporting:** extracts and transforms data from the system and generates customised reports.
- **Dynamic Pricing:** prices can be calculated in real time, based on configurable rules (e.g. how many tickets are left?).
- **Rating, Billing & Settlement:** the heart of the framework guides and rates events in real time and applies “Sharing Strategies” to settle a single event with multiple partners.
- **Product Catalogue:** manages product and service definitions and hierarchies.

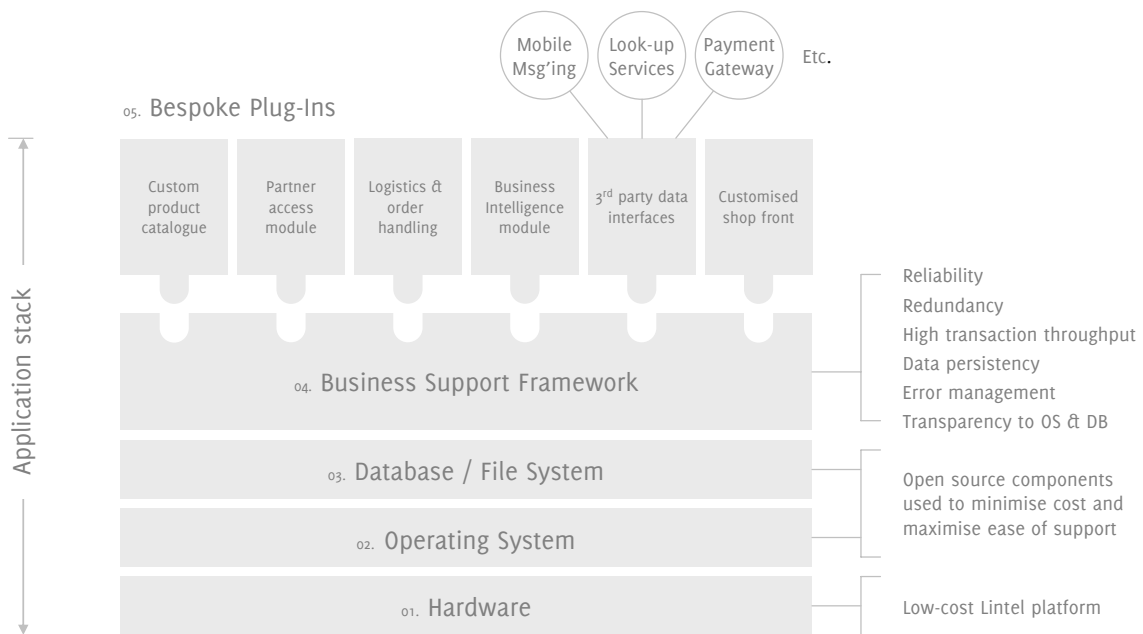
Easy to integrate

The operating system and database-independence of the platform make it easy to integrate into existing system architectures. We follow a non-intrusive implementation methodology whereby only the necessary modules are deployed.

The capabilities of the platform can be further expanded by developing bespoke plug-ins or changing the object model to accommodate complex commercial requirements. Additionally, it is possible to access external systems in real time to retrieve relevant data (e.g. to calculate dynamic prices).

The framework can expand both vertically and horizontally using inexpensive equipment such as Intel platforms, and offers full load and failure management.

BSF application stack with example plug-ins



Powerful administration tools

The framework provides administration GUIs to manage products, partners and usage information and this functionality can be exposed to other systems through APIs as necessary.

Reconciliation processes with partners can be configured and automated to ensure efficient settlement and to minimise potential settlement disputes.

Flexible delivery

We know that there is no one-size-fits-all solution for automating critical business processes. Our framework has been designed with flexibility in mind, meaning we can rapidly customise and deploy the right solution to enable your business model to work harder for you.

The platform is available both through a standard software license and as an on-demand service, with a range of flexible pricing models.

For further information or to arrange a demonstration, please get in touch.

Could your business benefit from Bluetab's commerce solutions?

About Bluetab

Bluetab is a technical and business consulting company with particular expertise in building state-of-the-art solutions for billing & settlement, e-commerce and business intelligence applications.

With operations in London and Madrid, we offer bespoke software, technical support and consultancy services to help our clients automate complex business processes in a wide range of industry sectors including mobile telecoms, Internet services, consumer goods and finance.

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