

Convergent Billing Market by Solution (Customer Relationship Management, Settlement and Payment Management, Voucher Management, Mediation), and by Modes (Managed Services, Consulting Services, Training and Education) - Global Forecast to 2019

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Abstracts

With the fast growing telecommunication sector, deployment of innovative services and increasing customer base has created a pressure on existing network charging systems. So a simple communication aggregate platform is not enough, the communication service providers (CSP) has to deploy convergent billing solutions to improve the overall efficiency and enhance greater profitability.

Convergent billing solution is a real time integrated service which provides a unified bill for the all the service users. It breaks the traditional barriers of vertical charging and billing systems, while CSP can quickly provide services and can take decisions quickly. It will help in seamless transfer of data among the devices and users with the help of a given spectrum. It empowers the service providers to manage and extend their services processes to its end users.

With the deployment of convergent billing, the service providers can customize their services that suits the individual needs. A robust charging system helps in deploying the individual needs and can also provide third party services thereby enhancing the customer loyalty. As a result, every element in the value chain needs to undergo a revolutionary change and optimize its operations.

The Convergent billing market is segmented based on regions, such as North America (NA), Latin America (LA), Europe, Asia-Pacific (APAC), and Middle East and Africa (MEA). The Convergent billing market forecast is provided for each region from 2014 to

2019. The Convergent billing market report profiles leading companies such as Alcatel-Lucent S.A. (France), IBM Corporation (U.S.), Amdocs, Inc. (U.S.), Comverse. Inc, (U.S.), CSG International (U.S.), Elitecore Technologies Pvt. Ltd. (India), Huawei Technologies Co., Ltd. (China), Orga Systems, GmbH (Germany), Redknee, Inc (Canada) and SAP S.E. (Germany). It is further segmented into solutions, deployment types, services, and verticals and forecasts the revenue for the various submarkets.

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About

The definition of converged billing for this study is as follows, “a service which integrates all the service charges into a standalone unified invoice for its end users.” Here we have considered the unified invoice services only for the telecom sector, which is also a part of next generation billing.

This market study covers various convergent billing solutions for arriving at the market size of convergent billing market for the forecasted period of 2014-2019

In this report, we have considered the charging and billing management sub-segments together in the CRM segment

The market size of convergent billing comprises of both software and services. Here we have not considered the license fee of the software

Objectives Of The Study

To define, describe, and forecast the global convergent billing market on the basis of solutions, deployment types, and services

To provide detailed information regarding the major factors influencing the growth of the market (drivers, restraints, opportunities, industry specific challenges, winning imperatives, and burning issues)

To strategically analyze Customer Relationship Management (CRM), billing, mediation, and partner relationship management segments with respect to individual growth trends, future prospects, and contribution to the total market

To analyze the opportunities in the market for stakeholders and details of a competitive landscape for market leaders

To forecast the revenue of market segments with respect to five main regions, namely, North America (NA), Europe, Asia-Pacific (APAC), Latin America (LA), and Middle East and Africa (MEA)

To strategically profile key players and comprehensively analyze their market

shares and core competencies

To track and analyze competitive developments such as joint ventures, Mergers and Acquisitions (M&A), new product developments, and Research and Development (R&D) in the convergent billing market

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