



SMS SUBSCRIBER MANAGEMENT SYSTEM

MODULAR SMS SOLUTION TO MANAGE SUBSCRIBERS AND PROSPECTS TO INCREASE CUSTOMER SATISFACTION

Nagravision's Subscriber Management System (SMS) is an integrated solution to manage subscribers and prospects, products and access rights, dealers and material management, contract management and billing. Built on a modern platform, its modular conception allows for easy and rapid implementation as well as efficient customisation.

Modules can be added to follow the evolution of requirements: marketing data and statistics help optimise the revenues; powerful Collection Management helps automate repetitive tasks; access through Internet eases the workload of customer sales representatives, scalability from one subscriber to many millions protects your investments. In short, Nagravision's SMS represents a solution to be considered when starting or evolving a pay-TV business.

The SMS is an essential building block of the Nagravision end-to-end solutions for operators. It is seamlessly integrated with Nagravision's Conditional Access System (CAS). Experience in interfaces and integration management also ensures smooth and efficient linkage to external IVR, external financial systems or other third party applications.

PRODUCT HIGHLIGHTS

- ✕ Intuitive and easy to use multilingual interface
- ✕ Improved security management
- ✕ Simple registration process
- ✕ Comprehensive and easy access to all smart card information
- ✕ Smart control of access right allocations
- ✕ Batch processing
- ✕ Customer care management and statistics
- ✕ Open System for interoperability with 3rd party subsystems
- ✕ Web access
- ✕ Creation of pricing points and schemes
- ✕ Seamless integration with Nagravision Systems
- ✕ Credit voucher management
- ✕ Software Development Kit for integration and customization

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CONTRACT AND SUBSCRIBER MANAGEMENT

Manage your subscribers in an efficient way. Disposable smart cards, credit management for IPPV, targeted messages to subscribers' TVs, complex pricing to optimise your business model, discounts policy for loyal customers. Whatever the complexity, you should concentrate on the business, not the complexity of the system.

PRODUCT DEFINITION AND MANAGEMENT

The system should help not hinder the creation and management of pay-TV products, even complicated short and long-term subscriptions, NVOD and PPV, even IPPV with no return path. It should also be ready for non pay-TV products like interactive applications, e-commerce. When not knowing what the future holds, you should make sure the chosen SMS solution is ready for it.

MANAGEMENT OF ACCESS RIGHTS

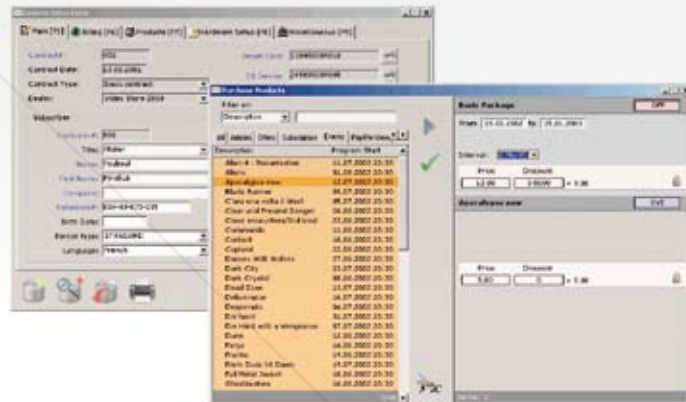
An easy-to-use user interface for consulting and controlling customers access rights makes sure you keep track of your revenues. Flexible rights for global products and services, short-term rights management, possibility to handle each program or event individually per subscriber allow you to do so in an efficient and transparent way thanks to a seamless integration with Nagravision's CAS.

DEALER MANAGEMENT

As the interface between your company and your subscribers, the dealers are important partners to pamper and motivate. Mailing campaigns, special promotions, customised sales statistics, dedicated secured Internet access... allow you to do just that.

VOUCHER MANAGEMENT SYSTEM (VMS)

The Voucher Management System (VMS) allows operators to sell pre-paid secure vouchers when invoicing is not desirable. The SMS loads and tracks all the vouchers within your inventory with their different monetary and/or token value along with their current status (available, burned). By using the Nagravision Voucher Verification system we can assure the integrity of the entire chain even in the case of massive attack at SMS level. Attempts of fraudulent recharge are tracked and security measures can be put into place.



INVENTORY AND STOCK TRACKING

To keep an eye on your investments, it's important to follow the deployment of your set-top box, smart card, satellite dish and other similar devices. A structured easy-to-use inventory and stock tracking, even at dealer level, will help you orchestrate your business growth.

MULTI-OPERATOR

Reduce your investment cost by increasing the number of available subscribers and sharing the cost of the hardware. The SMS allows several companies the ability to manage their own subscribers using the same SMS database while preventing other companies access to their proper data.

SMS SOFTWARE DEVELOPERS KIT

The SMS Software Developers Kit (SDK) allow developers to quickly create, integrate, debug and deploy a variety of business solutions to meet your company's business needs. You will therefore be able to expand the capability of your in-house applications or create web based solutions for both operator and/or dealers by integrating the relevant functions while increasing satisfaction and reducing the workload of your customer sales representatives.

CREATION OF MARKETING DATA & STATISTICS

A well-structured database with powerful search functions – to carry out mailing campaigns, create market behaviour patterns, draw up forecasts, correlate information – allows you to know your business and act accordingly.

CONFIGURATION & ADMINISTRATIVE DUTIES

Customise the system to fit your needs, get user activity reports, define batch management, define parameters to be used, plan and organise backups. In short make sure the SMS can adapt to your requirements and does the job instead of you.