

# services summary



aurora  
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# introduction

Aurora Kendrick James (AKJ) has been working with leading telecom service providers, resellers, systems integrators, consulting firms and corporate customers for over ten years. During this time we've gained a great deal of expert knowledge and experience from helping these market leaders to scale their businesses, streamline processes, reduce costs and increase profitability – experience that we can apply to your business.

We typically work with larger or rapidly growing organisations that are looking to turn knowledge and technology into a competitive advantage and to add value to their customers.

People are at the heart of everything we do at AKJ. We are exceptionally proud of the long term relationships that we have built with our customers by continually evolving our service, support and technology to meet the needs of our customers as they have grown.

AKJ offers four main products designed for the telecom's industry and users.



## affinity billing system

### **AKJ's Unified Billing, Provisioning and Customer Care Platform**

Designed for large and rapidly growing telecom service providers, ICT resellers and systems integrators.



## consultancy services

### **Telecoms Analysis, Audit, Procurement and Telecom Expense Management (TEM) Consulting Services**

AKJ is a market leader supporting leading consulting, service providers and corporate customers.



## akj bureau billing

### **Managed Billing and Fulfilment based on our Affinity Platform**

Designed for telecom & IT service providers looking for an outsource partner to support their billing requirements.



## corporate reporting

### **Tailored Telecoms Billing and Management Information Reporting Services**

Extension Level Billing, Cost Allocation and Telecom Expense Management Reporting Services for consulting, service provider and corporate customers.

AKJ's Affinity platform offers a complete billing, provisioning and customer care solution for telecom service providers, ICT resellers and systems integrators. Affinity's integrated approach to combining all operations into a single system creates significant opportunities for our customers to cost effectively streamline processes, improve customer service, reduce operating costs, increase profits and scale their businesses.

Designed for rapidly growing or large telecom & IT service providers, resellers and systems integrators, Affinity supports a wide range of business functions:

- Billing & Tariff Management
- Customer Care
- Task, Ticket & Fault Management
- Order Provisioning
- Sales Ledger and Direct Debit Management
- Customer Web Billing
- Dealer and Sub Reseller Billing
- E-Mail Billing

Affinity supports traditional fixed and mobile network services as well as next generation IP, broadband, mobile data and converged communication services, enabling our customers to provide a true "Onebill Service", no matter what services they offer or which wholesale network or application suppliers they use.

Affinity's architecture allows our customers to deploy the system over multiple sites and can support home workers and dealers, who can access the system over an IP connection to support customer management, provisioning and finance operations.

With full provisioning integration to major networks including BT Openreach WLR, Vodafone, O2 and T-Mobile; Affinity is an ideal platform for both fixed and mobile service providers. As AKJ develops and maintains Affinity in house, we can cost effectively tailor Affinity to your business processes.



## affinity billing system

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### Affinity Key Features & Benefits

- Unified billing, provisioning and customer care system tailored to your business.
- Improved staff productivity by integrating business operations.
- Reduced bill production and distribution costs with Web and E-billing services.
- Integrated provisioning reduces billing errors and improves order to bill time.
- Flexible architecture supports remote business users and new business models.

### AKJ Bureau Billing Key Features & Benefits

- AKJ's service frees up your time to allow you to focus on growing your business.
- Fees are linked to revenues, allowing you to cost effectively scale with known costs.
- Our dedicated support team & hosted IT provides continuity to services, even when your staff change.
- Our continuous development programme ensures that your system is able to cope with changes in the market.
- AKJ's knowledgeable team are on hand to advise you on how to get the best value out of our technology.
- One system to manage all of your operational requirements removes process inefficiencies and reduces the training and support burden on your staff.



## akj bureau billing

Based on our market leading Affinity platform, AKJ's Bureau Billing service is ideal for service providers and ICT resellers who wish to outsource their billing requirements to a specialist partner. As a service based business we can provide you with the knowledge, advice and resources that you need to ensure that billing is one of your best assets.

You will benefit from the combined experience of our dedicated billing team and we can tailor our system to your business processes as well as train and support your team to help deliver excellent customer service.

We currently provide Bureau Billing for many established ICT resellers, helping them to cost effectively scale their businesses and adapt quickly in the rapidly changing telecoms market.

As part of the service we host the Affinity platform for your business and we can provide access to the system for your office based staff, home workers and even your dealers. As the market evolves, you will also benefit from our continuous development program to ensure that your billing system is always up to date.

For over a decade AKJ has been a leading provider of Consultancy Services to many of the UK's market leading Service Providers, ICT resellers, Professional Services firms and Corporate customers. We are the UK's thought leaders on Telecom Expense Management (TEM) and specialise in helping large organisations to gain a clear understanding of their telecoms usage, costs and resources.

By providing organisations with visibility and understanding of their telecoms estates, we can advise on a wide range of areas designed to streamline processes, reduce operating costs and improve service; helping suppliers and their customers to gain the maximum return from their telecoms investments.

Our Consultancy Services include:

- Telecoms Audits
- Billing Analysis & Tariff Optimisation
- Telecom Expense Management Strategy
- Procurement Projects



## consultancy services

### **AKJ Consulting Services Key Features & Benefits**

- Experienced team used to dealing with varied customer requirements.
- Thought leaders on best practice telecoms management techniques.
- Significant in house analytical and reporting capability.
- UK and European procurement experience.
- AKJ has worked with many of the UK's largest telecoms users.
- Expertise across traditional fixed and mobile services as well as IP based technologies.

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AKJ's Corporate Reporting services are designed to provide large organisations with complete visibility and control of their telecoms usage, assets and costs. Managing a large telecoms estate has never been more complex. Internal users are demanding a greater number of telecoms and IT related services than ever before and supporting these growing requirements puts an ever increasing strain on telecoms and IT teams.

Having clear and accurate management information to help manage this complex inventory of services, devices, users and suppliers is therefore essential if organisations are to avoid significantly overspending on telecoms related services. This process is often referred to as Telecom Expense Management (TEM).

In recent years, large telecoms users have been increasingly turning to their suppliers and advisors to guide them on the best methods to help them manage and control telecommunications costs and usage. AKJ is a market leader in this area with over ten years experience in working with Service Providers, ICT resellers, Professional Services firms and large Corporate customers to address the challenges they face, experience that we can provide to your organisation to meet your TEM and Reporting requirements.

Our Corporate Reporting services support a wide range of telecoms management including:

- Cost Centre Management & Billing
- Invoice Processing and Tariff Validation
- Abuse, Misuse & Fraud Reporting
- Inventory Management
- Managed Call Logging, Answer Performance & Call Management
- Extension Level Billing & Reporting
- Mobile Expense and Personal Usage Management



## corporate reporting

### Corporate Reporting Key Features & Benefits

- Specialist team capable of meeting complex and bespoke customer requirements.
- Significant experience backed by user case studies.
- Experience in Fixed, Mobile, IP and Converged reporting requirements.
- Access to AKJ's Consulting Services team
- In house development enables rapid tailoring of services to customer requirements.
- White label option for delivery as part of a managed telecoms service.



"As one of the UK's fastest growing resellers, it is important that we have a billing system that can grow with us. AKJ not only provide this, but also keep us abreast of market developments with recommendations, ideas and business solutions to help us thrive and keep ahead of the competition."

Frontier Voice & Data Ltd

"We have found AKJ to be flexible, knowledgeable, reliable and in-touch, absolutely consistent with our values and customer focused approach."

Affiniti



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"The solution is excellent and the support from the company has also been excellent. I cannot fault it in any way. It is real value for money."

NHS Greater Glasgow & Clyde

"The complete strategic solution that AKJ have provided has enabled us to reduce unnecessary spend and improve our staff's productivity"

Mencap



"Eurolink Telecom are very pleased to be associated with AKJ. Moving billing systems is perceived as a major upheaval for established CP's, however the transition was very well managed and as a result moved across extremely well. The functionality of the billing system enables easy navigation and is user friendly. The end user portal has also been very well received."

Eurolink Limited

"In 2003, McDonald's telecoms costs were £4.5 million. However in 2006, they were only £3 million with the help of AKJ"

McDonald's Restaurants Limited



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