

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

### 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.