

# Aonix UK Limited moves onto Union Street

**Aonix UK Limited is a highly successful technology and telecommunications solutions provider, that also offers marketing and creative design consultancy, including website development. The company operates nationally with offices in the West Midlands, Greater Manchester and Edinburgh.**

An important part of the company's service offering is line provision and call billing. The previous call billing software used posed serious challenges as John Adams, Technical Director for the company explains "We knew we had to migrate to VLR3 and required an integrated solution with a billing platform. We are also growing our customer base and introducing new services that with the existing billing platform meant increasing staff numbers. We wanted an integrated solution, from one supplier that minimised resources required to perform the billing process"

John contacted Union Street, the leading supplier of billing solutions for communication providers, and saw a demonstration of the aBILLity billing platform. "The demonstration was impressive. We could see that a lot of the procedures we were handling manually could be automated with aBILLity, so we decided to move to aBILLity". The aBILLity billing platform has become a market leader because it enables communications providers to maximise a customer's potential by allowing them to utilise multiple carriers and bill for all types of call traffic - Voice, Data and Mobile.

aBILLity makes CDR (charging data record) processing easy and it is also simple to set up and manage customers. The system is very intuitive and straightforward to use with much better performance than other platforms. A powerful rating engine allows aBILLity to import into SQL, fault verify and rate CDRs at over 10,000,000 per hour. A Carrier Watch feature allows the reseller to check buying rates against an agreed tariff and automatically flag up specific over-charged calls. A powerful

'What If' feature allows variables on the customer's billing profile to be changed to maximise either a cost saving or profit.

"Union Street's leadership and structured project management approach proved very professional, quickly understanding our business requirements. From our initial parallel test run the system proved a revelation. We reduced our billing run to one day and gained new views of our commercial performance.

The move to aBILLity and WLR3 has proved to be a great success." Union Street has a team of dedicated Billing Managers to provide onsite support for aBILLity users.

Following the successful implementation of aBILLity, Aonix UK Limited decided to make the transition to WLR3 using Union Street's WLR3 Portal solution. "We saw the WLR3 Portal during the demonstration but instead of taking a 'big-bang' approach, we wanted to move to aBILLity first and then make the migration to WLR3", says John.

Because Union Street's WLR3 Portal Solution integrates fully with the aBILLity billing platform, it provides significant business benefits. As the WLR3 process starts within the billing platform, Union Street have been able to synchronise, the provision of new services with the addition of the service charges to customer accounts. Most CPs have the time consuming manual task of reconciling the BT service charges every month, to ensure that everything is correctly onward billed to their customers. It can be easy to make mistakes that could result in missed charges or billing errors.

Union Street's WLR3 Portal solution automatically adds the appropriate charges at the point of provisioning and it uses the WLR3 messages to trigger the automatic update of the charging start dates. The result is a big saving of time and equally importantly, a reduction in errors, missed billing and lost revenue. Union Street have added additional validation so that is almost impossible to place an invalid order.

"The interface for the WLR3 Portal is very easy to use and having the same naming conventions as WLR2 the transition has been easier than we anticipated", John confirms.



Vincent Disneur of Union Street (L) with John Adams Technical Director, Aonix (R)

Union Street Technologies Ltd  
11-13 Worple Way  
Richmond  
Surrey  
TW10 6DG

t: 020 8614 9090

f: 020 8614 9091

w: [www.unionstreet.uk.com](http://www.unionstreet.uk.com)

