Enhance mediation

HPE enhanced Interactive Unified Mediation

Hewlett Packard
Enterprise

Give your customers rich, engaging multimedia services while capturing new revenue streams and reducing customer churn.

As today's telecom technologies, networks, and services diversify, they also introduce critical business and operational challenges into back office systems. Increased complexities, speed, and volumes of data surrounding billing processes require new approaches to charging, mediation, revenue assurance, fraud management, and meeting service quality requirements.

By simplifying how services are accessed, used, and paid for, service providers can benefit from potential new revenue streams and greater profits. Further, by making the consumer's service experience easy, fast, and intuitive, you can reduce customer churn and increase revenue per user.

Review our solutions

Hewlett Packard Enterprise (HPE) provides an innovative, single-platform foundation that supports active mediation, including online and offline service charging models. With the comprehensive real-time capabilities of HPE enhanced Interactive Unified Mediation (eIUM), you gain flexibility needed to deploy current, anticipated mediated and charging services. And, it integrates with and complements existing infrastructure and processes to protect your current investments.

It provides the functionalities needed for today's rich services marketplace. These include flexible charging business logic; integration with revenue management solutions; robust, carrier-grade high performance; and scalability for increasing volumes of transactions. Plus, it enables you to launch services in days or weeks, rather than months—helping you capture new opportunities. HPE eIUM provides affordable, outstanding performance with an ongoing return on investment, because it's based on open industry standards for future compatibility. You can use it for usage-based billing environments, as well as capacity planning, subscriber analytics, fraud management, data retention, and revenue assurance.

Get integrated, real-time charging

HPE eIUM features the integrated Charging Manager component, which is used around the world by leading service providers. It delivers true convergence of a common service portfolio across prepaid, postpaid, and pay-now plans, and overall access technologies including mobile, fixed, 3G, and IP networks. And because Charging Manager is integrated within the same architecture as the convergent mediation platform, you can charge for any service based on any metrics, online or offline, while simplifying payments for third-party content.

Our Charging Manager handles all charging functions in real time for the services and digital content that users consume. Users choose accounts, payment methods, access points, and their devices. Charging Manager reduces network infrastructure complexity and business processes; speeds time-to-market for new services and content; and can significantly lower operational expenditures. Fully compliant with the IMS charging standards as defined by 3GPP, Charging Manager combines leading-edge business technology and field-proven best practices developed through hundreds of successful HPE eIUM engagements worldwide.

Review the features

- **Enables flexible online and offline charging**—Operators can perform enhanced online charging across their networks and service environments. This includes adherence to 3GPP TS 32.200 Charging Specification requirements including online and offline functions. HPE eIUM enables charging for any type of service, by any payment method, via any protocol, and on any technology.

- **Leverages powerful business logic**—A user-configurable business rules engine provides a framework for defining business logic for batch and transactional mediation and real-time charging—all in one product. Business logic rules can perform multiple operations, such as adornment, filtering, correlation, and external data lookup. These rules can be configured to support multiple, simultaneous data mediation and charging tasks and produce tailored results for a wide variety of operations support system/business support system (OSS/BSS) needs.

- **Enables web-based operations**—An operations console makes it easy to view and manage your charging managers and processes. The secure, web-based interface gives you immediate access to deployment maps and up-to-the-minute charging data graphs. Color-coded events, status, and alarms let you instantly assess the health of the entire deployment. A dashboard overview of it lets you drill down to the detail level. The console works in concert with the design and debugging tool and delivers at-a-glance system health monitoring, so you can identify trends and take action faster.
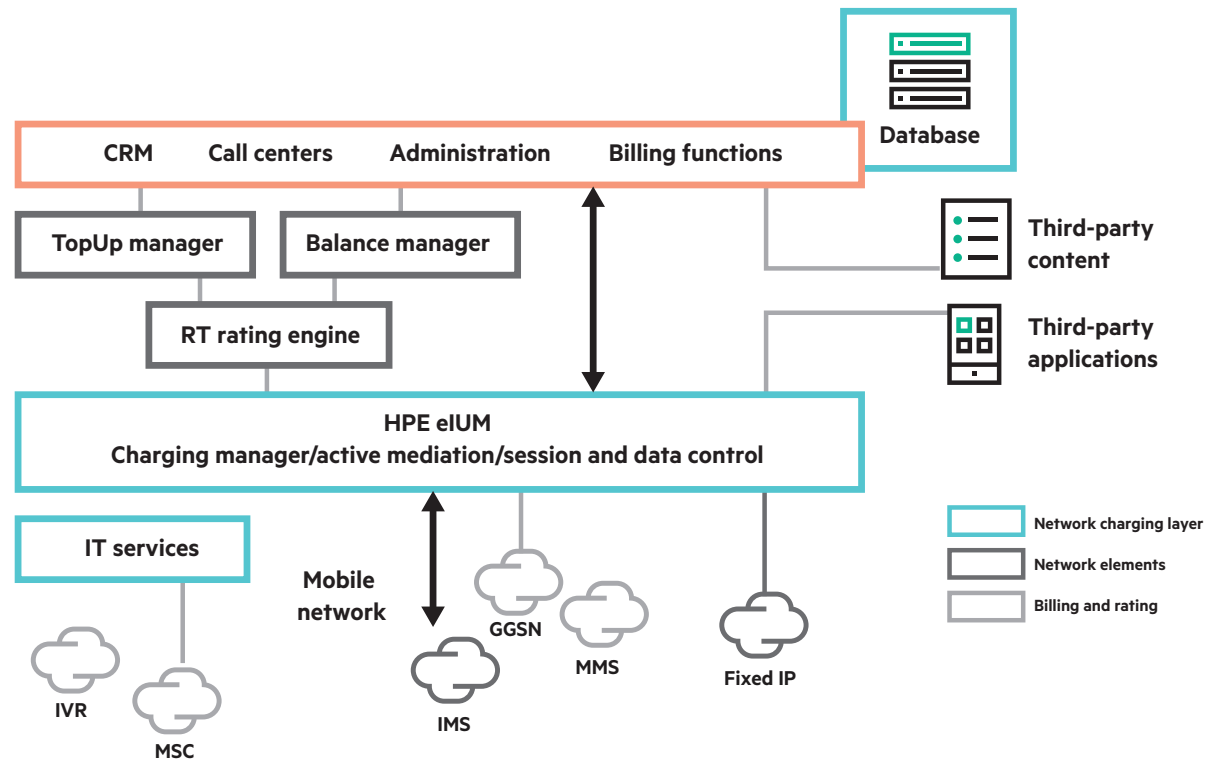
Figure 1 Converged charging environment

- **Provides system-wide security**—Today's services require a robust authentication and authorization system. HPE eIUM security is based on industry standards for security compliance and leverages your existing IT enterprise-wide security infrastructure and external authentication systems. It supports multiple authentication mechanisms and transport protocols, including optional data encryption schemes. Advanced security features enable you to implement single sign-on processes and share enterprise-wide identities with other systems, integrating HPE eIUM security into the global security infrastructure of your enterprise. All security activity is captured for audit purposes.

- **Delivers high performance and scalability**—HPE eIUM scales across multiple networks, geographical regions, and countries to handle subscriber and service growth. The architecture optimizes hardware and software systems, and delivers benchmarked high performance and availability with low latency. The system provides protocol conversion including load balancing, congestion control, and policy-based event routing.

- **Enables distributed processing**—Data flowing across networks and geographic boundaries must be protected and kept secure. This solution is designed to work in environments with numerous dispersed locations where accurate records and accounting, guaranteed delivery mechanisms, strong security, scalability, and administration are required.

- **Provides the foundation for OSS/BSS data**—HPE eIUM extracts and processes data from telecom networks and extends its deployment value by integrating with HPE BSS products, including HPE CentralView for Business Intelligence and Revenue Management, and HPE DRAGON for data compliance and retention.

Gain from these benefits

- **Enables new revenue streams**
  - Offers flexible charging for high-value data and content services
  - Charges by content, value, time, volume, and quality parameters
  - Converges prepaid and postpaid services to reach new subscribers

- **Accelerates time-to-market**
  - Supports mediation and charging models—out of the box—with preconfigured templates
  - Quickly creates and tests voice, data, content, and e-commerce services
  - Modifies charging rules without lengthy and costly code changes, and without disrupting existing operations

- **Reduces complexity**
  - Consolidates billing and charging functions within a single, unified product
  - Uses reusable, configuration-based templates and plug-ins to collect, process, and distribute high volumes of real-time usage data

- **Controls costs**
  - Merges and consolidates mediation and charging silos for fixed, mobile, and broadband
  - Reduces service roll-out time and maintenance and operations staff

- **Eases integration and addresses future compatibility**
  - Embraces industry standards and frameworks: NGOSS, eTOM, OSS/J, IMS, 3GPP, and more
  - Supports diameter for IMS service charging, and all data collection protocols including legacy voice transport standards
  - Provides the foundation for service-oriented architecture

Work with HPE

You need strategic partners that can help you deliver more innovative services to the market while keeping customers loyal and insulated from behind-the-scenes network complexities. HPE offers targeted and seamless solutions, integrated with partners, delivered quickly, and efficiently. Our systems and solutions are open and flexible, empowering you to customize or create value-added services. Our service capabilities provide the expertise to develop, integrate, test, install, and support the most complex service launches. This one-stop shopping approach enables you to focus on customers—not suppliers.

HPE Communications & Media Solutions has more than 30 years of expertise assisting the world's top services and equipment providers, media and entertainment companies, and cable operators, in meeting their subscriber needs.

Explore our services

HPE Services consultants understand the communications, media, and entertainment marketplace, and can help you get the most from your IT investments.

Solution consulting services—HPE offers a comprehensive portfolio of consulting services and systems integration capabilities enabling transformation.

Application modernization services—We offer a full range of business needs assessments, strategic and technological roadmaps for change, infrastructure transition services, and monitoring services for evolved application environments.

Mission-critical support—Onsite consulting and technical support are available at all service levels, including operational ITSM to benchmark IT processes.

Outsourcing services—Our comprehensive portfolio of innovative and scalable sourcing options, lets your workers focus on your core business.

Security services—We developed a stable, detailed methodology for IT environment evolution. Risk is decreased while data and networks are protected.

Financial services—HPE Financial Services offers a range of creative and flexible financing options, removing obstacles to network evolution.

Across the globe, clients rely on HPE Services to design, build, integrate, and manage IT systems running their businesses. HPE Services capabilities include consulting and integration, outsourcing, support, and education services, all delivered by more than 69,000 services professionals in 170 countries.

Learn more at
hpe.com/csp/eIUM

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