Zeitschrift: Comtec : Informations- und Telekommunikationstechnologie = information and telecommunication technology

Herausgeber: Swisscom

Band: 79 (2001)

Heft: 6

Rubrik: News

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Billing

Winners of the World Billing Awards

The winners of the World Billing Awards were announced at the Billing Systems 2001 Gala Dinner, held at the Natural History Museum April 24th 2001. The dinner, which juxtaposed 120 million-year-old dinosaur fossils with cutting edge billing systems and services, was one of the highlights of Billing Systems 2001 – the largest gathering of billing professionals in Europe, which has been held at London Olympia in April 2001.

The short list was selected from the nominations received after careful consideration by Hugh Roberts (on behalf or IIR) and the Editors of the Official Publications for Billing Systems 2001 – Billing International, Billing World European Communications and Mobile Europe.

This year is the fifth anniversary of the introduction of the World Billing Awards, which were introduced by IIR in 1997 to raise the profile of Billing within the telecoms industry. "The number of players in the increasingly complex billing marketplace has probably multiplied by a factor of ten in the past twelve months. The winners of this years Awards are worthy standard bearers of the billing world's increasingly successful drive to educate the telecoms industry as a whole to the fact that effective billing will be the key differentiator for competitive next generation network service delivery. Without flexibility and innovation in billing, no carrier or service provider will be able to exploit its product portfolio or manage effective customer relationships." Hugh Roberts, Chairman of the World Billing Awards 2001 Judging Panel.

Five awards were presented at the dinner, and the winners were...

1. Overall Best Contribution to Billing: Joint Winners – Ipdr.org and Geneva Technologies.

Two organisations were judged to have had a major impact on the billing landscape over the past year: Ipdr.org and Geneva Technologies. Geneva were praised by the panel for their US launch, and their professional and high quality training. Christoph Wilfert, VP Corporate Marketing, from Geneva Technologies said: "We are very pleased and honoured to receive this award for the second year running. Recognition from within the industry is particularly gratifying."

Ipdr.org were praised for the way they had radically reshaped the vendor/operator relationship. Aron Heintz, Technical Director of Ipdr.org said of the award: "This is a great recognition of the success we have had bringing a new standard to market, as well as increasing adoptions in Europe. All the companies nominated were members – this is a win for all our member companies. This signifies the start of a rapid adoption curve in Europe."

2. Most Innovative Billing Product: Winner – BT Interconnect Solutions.

This award was presented to BT Interconnect Solutions for innovation and functionality in both product offering and approach to market. Jim Roche, Marketing, said "We are honoured and delighted by this recognition of all the hard work and dedication BT Interconnect Solutions put in to meet its customers requirements. The telecommunications world is one of continuous innovation: BT is committed to mirroring that innovation in the products and services its people deliver."

3. Best Billing Implementation: Winner – Virgin Mobile Australia.

The award for implementation of all (or part) of a system to deliver new or improved billing and customer care functionality was awarded to Virgin Mobile Australia. The judges felt that Virgin Mobile Australia was a worthy winner for their great startup implementation, project management and staged evolution.

4. Best Customer Care Offered: Winner – Swisscom.

This award was presented to Swisscom for the effective and differentiated CRM together with an indefinable 'feel good' association with the branded offering to both customers and partners/suppliers. The judges felt that Swisscom provided an excellent customer care service, which combined efficiency tempered with warmth. "Swisscom is very pleased to win IIR's World Billing Award for 'Best Customer Care Offered'. Receiving this honour is an objective indication that Swisscom's chosen pragmatic step-by-step approach to meeting and exceeding our customers' requirements is a move in the right direction", said Theo Schindler, Head Of Business Group – 'Order Management Swisscom' Project, on behalf of Swisscom.

5. Most Helpful Systems Integrator: Winner – Logan Orviss.

Logan Orviss won this award for their helpfulness and effectiveness in the process of systems selection and implementation. The judges noted that Logan Orviss had been particularly effective in advising people what not to do.

Billing Systems 2001
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