salamanca
SOLUTIONS INTERNATIONAL

OMEGA
S U I T E

THE OMEGA SUITE IS OUR RANGE OF APPLICATIONS

Each one has been designed according to our core principles to be efficient, effective, practical and affordable.

OMEGA
SUITE

Customer Relationship Management

eTOM Framework

TERA	**WHOLESALE**
CRM	**E-LEARNING**

BILLING

GEO INTELLIGENCE

Services Management and Operations

INTEGRATION

IT OPERATION

VIRTUAL WALLET

Resources Management and Operations

MONITORING

GLOBAL ROAMING

MEDIATION

Customer Relationship Management

TERA

TRILOGY EMERGENCY RELIEF APPLICATION

TERA, which was developed during the 2010 Haiti earthquake, is a location-based messaging solution chosen by the Red Cross for worldwide deployment. It delivers aid-related text messages to people affected by disasters such as early warnings, health information and aid service announcements

TERA
TRILOGY EMERGENCY
RELIEF APPLICATION

E-LEARNING SERVICE

INCREASE YOUR STAFF PRODUCTIVITY

E-learning has definite advantages over traditional classroom training. The most obvious are the flexibility and the cost savings from not having to travel or spend excess time away from work. Let us train your team for you. We can do it anywhere and anytime.

E-LEARNING
SERVICE

OMEGA WHOLESALE

INTERCONNECTION RELATIONSHIPMANAGEMENT

Omega Wholesale is a complete solution for managing interconnection agreements. From rapid production of interconnect bills for inbound traffic, to efficient reconciliation of bills for outbound traffic, it provides all the tools needed to negotiate new and improved agreements that make a real difference to the bottom line.

OMEGA
WHOLESALE

OMEGA GEOINTELLIGENCE

EFFECTIVE BUSINESS ASSET VISUALIZATION AND TARGETED MARKETING TOOL

This platform can "sweat the assets" within the telecom business through a centralized GIS user interface. With just a click, GI can display business information such as sales by store, churn, or any other geographic information over a given period of time. In combination with a complete suite of dashboards and targeted marketing capabilities, this renders into a very effective tool to see overall business status and to deliver promotions effectively.

OMEGA
GEOINTELLIGENCE

OMEGA BILLING

ALL CHARGES IN ONE SINGLE DOCUMENT

Omega Billing is at the heart of the Omega suite. Rules driven, Omega Billing handles all of the charges, discounts, promotions and credits that your marketing team can dream up. It delivers a single bill designed to reduce customer confusion building customer loyalty.

OMEGA
BILLING

OMEGA CRM

CUSTOMER RELATIONSHIP MANAGEMENT

Omega CRM gives you a 360 degree view of your customers. It integrates all aspects of the customer relationship lifecycle from initial contact, to sales, post sales, financial and marketing management. At the same time, Omega CRM is highly modular and completely configurable.

Omega CRM allows you to build knowledge of your customer, his habits, likes and behavior. It supports the creation of genuinely effectively sales and marketing campaigns. Through our unique Marketing Tool function, individual staff members are empowered to provide the very best customer service.

OMEGA
CRM

TELECOM SOLUTIONS FOR CONVERGENT BUSINESS

Services Management and Operations

Resources Management and Operations

OMEGA VIRTUAL WALLET

BUSINESS-TO-CUSTOMER GLOBAL RECHARGES

Omega B2C gives you a way to open up your network for a wide range of applications with partners. It provides many ways to engage with third parties and many ways to control these engagements. Examples include providing a "virtual wallet" for small purchases using the phone and managing the sale of communication services through third parties.

OMEGA INTEGRATION

QUICK AND RELIABLE INTEGRATION BETWEEN YOUR SYSTEMS

Save headaches in your life and in your company assembling alone all the pieces of the puzzle. Currently telecom's IT departments have multiple and heterogeneous products andtechnologies working together to become a solution, we adopted Enterprise Service Bus(ESB) architecture to manage this challenge for you. In house and third party development will be bricks of the same wall without losing their needed independence.

IT OPERATIONS SERVICES

INFORMATION TECHNOLOGY OPERATIONS MANAGEMENT SERVICES

Let us operate your IT function for you. We have the best practices in place together with "state of the art" monitoring tools. Use the benefit of our experience and take advantage of the economies of scale that we can offer.

OMEGA GLOBAL ROAMING

ROAMING SYSTEM MANAGEMENT

Omega Global Roaming automates the entire international roaming process cycle of TAP file management. It simplifies relationships with roaming partners and is fully compliant with international standards.

OMEGA MEDIATION

CONVERGENT MEDIATION SOLUTION

Omega Mediation handles XDRs, modifying them for use by a wide variety of applications. It simplifies and speeds the implementation of new services and applications. All processes are closely managed with the provision of reports and alarms to reduce the risk of revenue leakage.

MONITORING SERVICE

TAILOR MADE SERVICE FOR YOUR BUSINESS

The Omega Monitoring Service takes over incident flow from beginning to end, allowing your support engineers to focus on problem solving. Our long experience in the telecommunications industry has led us to develop a range of unique, flexible monitoring platforms. These are equally useful for both telecom and non-telecom related businesses.

TELECOM SOLUTIONS FOR CONVERGENT BUSINESS

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Customized support options are offered according to your needs.
e-Learning platform is available to increase your staff productivity.
If you need more information, please visit

www.salamancasolutions.com