



# ALLinONE software suite overview

01635 553400  
[www.lifecycle-software.com](http://www.lifecycle-software.com)

# ALLinONE overview

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Lifecycle creates and supports industry leading software for businesses who want to optimise their operations and deliver a seamless customer experience

ALLinONE is a comprehensive hosted suite of modules that support the end to end, back office operations of wholesale and retail telecoms providers and other subscription-based service enablers. From initial sale, through provisioning, in-line customer management, billing, payments, collections and reporting, the full ALLinONE suite delivers highly responsive, scalable and feature rich functionality to support businesses looking to achieve growth.

## our service

The ALLinONE suite is hosted in UK data centres and supported by customer focussed, knowledgeable and pragmatic Lifecycle teams who work with clients to support their business objectives. Clients value the collaborative and flexible approach, alongside complete integrity, which ensure they have the correct tools to support their operations, enabling them to focus on growth and success.

## our products

ALLinONE is designed as a modular solution, making it flexible enough to suit any client requiring business process support. Individual modules can be deployed separately or in multiple combinations to enhance and automate operational processes depending on requirements. Designed to facilitate integration with clients' existing or third party applications, ALLinONE is a highly flexible, futureproof solution.

Lifecycle has been delivering leading edge solutions to telecommunications operators and internet service providers since 1995. The ALLinONE suite was created to fully support clients' businesses; pragmatically and collaboratively delivering creative, robust, scalable, automated functionality that optimises operations and delivers customer excellence.

## ALLinONE: enhancing business operations and customer interactions

Developed as a suite of modules designed to work together, flexible deployment options enable clients to select combinations of modules to seamlessly support their business requirements and adapt these as they grow and require support for additional services. Many APIs support the functionality of the modules facilitating responsive integration with client and other third party applications.



## ALLinONE: enhancing business operations and customer interactions

The ALLinONE solution is able to deliver value to every part of a business, increase profit and customer retention as well as reducing operational costs and manual administration. Lifecycle's teams support clients from project conceptualisation and launch, to customer lifetime support and revenue assurance.

### customers

- No bill shock – prevented by automated workflows
- More timely information – automated notifications,
- More access - SelfCare applications for payment & billing info
- Systems are always available and stable

### sales and operations

- Reduced manual work with automated provisioning for key suppliers
- Improved accuracy with less manual data entry
- Better access to sales figures and campaign success with enhanced BI Reporting

### customer services

- Reduced calls – customers able to self serve for key call drivers
- Better information— holistic view of full customer journey
- Improved customer service – agents able to action multiple activities to respond to customer requests



### finance

- More timely reporting - daily invoicing & reporting
- Better cash flow – daily billing, automated collection
- Reduced financial risk - automated suspense
- Reduced cost of operations

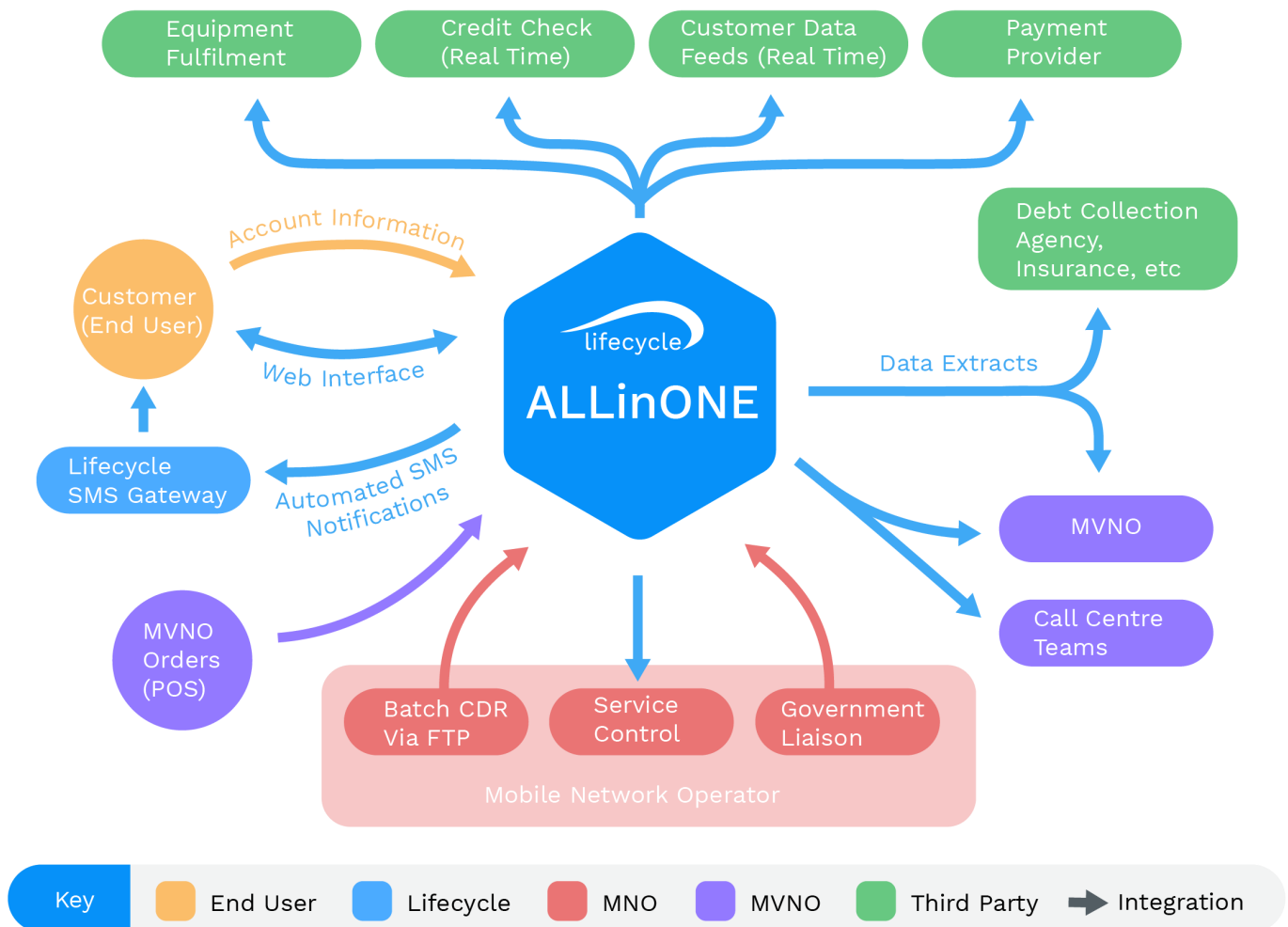
### strategy and planning

- More timely reporting, with enhanced and flexible reporting
- Reduced BAU focus on strategy
- Streamline future product adoption
- Future integration with internal systems

## ALLinONE: designed for seamless integration

A combination of expert business analysis, experienced project management, skilled in-house developers, and knowledgeable support teams enables Lifecycle to create and maintain function rich, highly automated and third party compatible modules for the ALLinONE suite.

Agility and responsiveness builds long term relationships with clients whose requirements expand as they grow. ALLinONE is often at the very centre of the business support ecosystem providing vital, varied and seamless integration across a client's operations.



## ALLinONE: supporting multiple business models

As a flexible software suite, ALLinONE has the capability to serve many functions for multiple business models. Businesses that use ALLinONE benefit from the excellent industry knowledge and experience Lifecycle has with the telecom sector, providing an advantage over competitors. The ability to integrate with other services and accommodate new technologies ensures any business using ALLinONE is prepared for the future.



## Contact us

If you think your business could benefit from Lifecycle's ALLinONE product suite, contact us via [info@lifecycle-software.com](mailto:info@lifecycle-software.com) or call us on 01635 553400 to start the conversation