

## BizManager from ConNova ideal for start-ups and small broadband operations

A complete Customer Care and Billing solution with a price model adapted for start-ups and small broadband operators.

The broadband market is growing rapidly, which opens up possibilities for new and existing operators to offer their customers new and enhanced services. This type of operator can be found all over Europe and includes local carriers and small broadband operators in Scandinavia and Germany. They need a Customer Care & Billing platform that can grow with their business. ConNova has decided to offer a scalable version of BizManager for this new, exciting market. The price model is adapted for the size of the operation and covers the basic functionality needed at the initial stage. Until now, these operators have had major difficulties in finding a system that is commercially viable for them.

The functionality for the operators' initial phase focuses on customer care, billing and service activation. Services that can be handled include Internet access, games, IP telephony, and IP-based content services, e.g. financial information or weather forecasts. Should enhanced functionality be required for CRM, campaign and task management can be opened up. Advanced usage-based rating is supported by an integrated real-time rating engine that can accommodate any transaction. The rating module can handle the strong support of tariff management for different market segments. Fully operational, the platform can rate and bill any service. Attractive packages can be defined and marketed through the entire campaign module.

ConNova has just released the new version BizManager 2.3, which supports multi-currency and EMU triangulation, i.e. functionality for transition from home currency to Euro.

BizManager is currently installed at the Spanish DTT operator, Quiero TV and Swedish DTT operator, Senda. Two new contracts have recently been signed for BizManager 2.3, Chinese Channel, a London-based DTH operation and ConNova TVX, a call center solution working on an assignment basis for European multimedia operators.

Motala, Sweden

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### About ConNova

ConNova specialises in developing and supplying business support systems for multimedia operators handling pay-TV, Internet, broadband, publishing and telecom services. The

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company has 15 years' experience of the industry. ConNova's services extend from consulting services to the development of software adapted to meet the market's latest requirements. Within the framework of ConNova TVX AB, ConNova also runs customer services on an assignment basis for European multimedia operators. ConNova's current customers are mainly to be found in the fields of cable TV, DTT (Digital Terrestrial Television), multimedia, publishing and telecommunications.

The ConNova Group AB (publ) has been listed on the OM Stockholm Stock Exchange's O list since 1997.

For further information please contact:

Mr Karl Orrenius, Product Manager, ConNova  
Tel: +46 141 23 76 21, Fax: +46 141 23 76 30  
e-mail: [kaor@connova.se](mailto:kaor@connova.se)  
[www.connova.se](http://www.connova.se)