



This presentation is directed to give prospective customers a general overview of Zygo, its solutions and services

Once the particular requirements are identified a “tailored” presentation can be supplied directed to address that customer’s unique requirements

Zygo provides “billing” solutions and is a leader in its field.



ZYGO TECHNOLOGIES

Corporate Overview

- System design 2000 - 2002
- International Reach
- Multiple Markets
- Proven Track Record

Explanatory Notes:

• Zygo's management include a former director of Vodafone Limited, who was the first managing director of Vodac its equipment sales and airtime billing company, before becoming the founder director of the company where he was responsible for all its worldwide service providers

• Zygo was part of a consortium, which together with Racal Electronics and the University of Bristol developed a micro-billing system through a Department of Trade & Industry

• First Zygo mobile network system installed for ZTE Corporation of China in 2002

• In a management buy out from Zygo City Plc group in 2003 Zygo acquired the Billing, Customer Care and management assets and contracts and developed the reseller/service provider systems

• In 2004 the first Zygo mobile service provider system was installed for Yes Telecom [now Vodafone Partner Services]

• In 2005 Zygo launched its SOAP API product set.

• In 2007 a group re-structuring provided for Zygo Technologies handling the UK activities, Zygo International handling the overseas customers and Zygo Telematics with responsibility specialist solutions to include a specialised telematics management system based upon fuel usage

• Nominated for the Orange Innovation Award category in the national Business Awards 2011

The Zygo team have been involved in billing solutions and management services for over 25 years.

Experience

- 150+ years collective experience
- Service Provision Background
- Dedicated Developers
- 36 Installations Worldwide
- Mobile, Fixed, VoIP NG, Broadband, Telematics, SaaS, mobile TV and more

Explanatory Notes:

- Our senior UK based consultants and support staff have over 150 years collective experience.
- Many of our staff have gained personal experience from working for service providers.
- We have a dedicated, 12 strong, development team in Edinburgh + a 20 strong programming staff based in Kiev under the direction of a management shareholder.
- Senior staff have carried out over 36 installations in the UK, Holland, Germany, Norway, Australia, Niger, Ukraine, USA and Canada. With installations dating as far back as 1988.
- Covering a wide range of services for Mobile, Fixed, VoIP, Non-Geo, Broadband, Telematics, SaaS and more; for Service Providers, MVNOs and other sectors such as IP TV and Mobile TV.

The Zygo team is second to none in terms of its in depth knowledge and operational experience.

We are always on hand to provide analysis, advice, and support in helping our customers to identify and meet their, often, unique operational requirements.

Products and Services

- Billing System - applications include Mobile, Fixed Line, VoIP NG, Cable, Broadband, Telematics, Commissions etc
- Reporting and Exports – e.g. PDF, CSV, CDR
- Provisioning
- Training and Support
- Managed Services

Explanatory Notes:

•At Zygo we can offer a complete set of products and services allowing our customers the freedom to choose what best fits their company.

•The Zygo Billing system is everything one would expect from a billing solution and more. We offer our customers the freedom to use our system or any of its modules in a manner that works best for their business, we do not restrict our customers options.

This is covered in more detail over the next few slides.

•Once up and running our systems can provide you with business critical information and reports, either directly from our systems or by linking to your existing reporting and ERP tools.

•We can also output to virtually any standard format. For example you may wish Zygo to create, deliver and store the PDF invoices/credits for your customers, we can do that.

•Naturally our system links to other systems and we have experience in providing provisioning links to many other systems, from complex automated provisioning via TCP interfaces to simple provisioning emails sent to 3rd parties.

•To back this up and support our customers we can provide in-depth training and dedicated support delivered by people who have actually worked in the service provision industry themselves.

If you feel you need any assistance with anything from call processing, server maintenance or even on-site billing manager support, we can help.



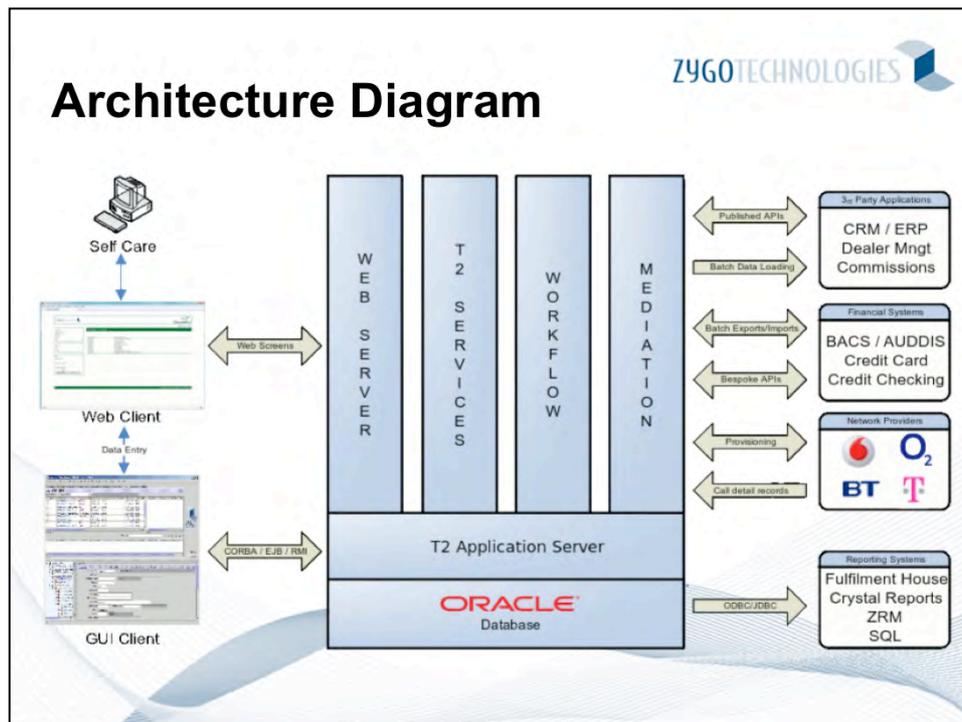
Architecture

- Oracle 11g
- Modular & Scalable – 7 million subscribers
- Secure
- Open APIs – EJB, RMI, CORBA, SOAP, XML
- Optional GUI – Java, Web or Both – see examples
- Optional O/S – Linux, Windows and Solaris

Explanatory Notes:

An understanding of the foundation architecture of the Zygo system.

- Our systems modular functionality is based upon the Oracle database platform and scales from the 5 user Standard One edition to the Unlimited User Enterprise edition and supports the high-end modular features such as partitioning and RAC within Oracle.
- On top of this is our flexible and scalable T2 application layer, this along with Oracle has seen our system scale from a few hundred to over seven million subscribers
- Whether you are using the GUI, Web interface, API's or Database access our system supports multiple level security ensuring our customers can control who is permitted to access each entity within Zygo.
- Our 30+ supported API's are open and accessible to you. In addition they work alongside our other methods of access to allow you to be flexible in what you use and when.
- We don't restrict which interface or indeed style of interface you use. This allows you to plug in parts of our system in to your existing applications. Because all of our GUI's are either Java or Web, they require no re-installation when new versions or functionality are rolled out.



Explanatory Notes:

Architecture diagram.

•At the foundation of our T2 application server we have the Oracle database, above this we have the 4 key elements of the core Zygo system.

- Web Server - which provides the browser based access to Zygo
- T2 Services - which monitors and processes the flow of data and jobs
- Workflow - a rule based system for creating and tracking business processes
- Mediation - a system for processing and controlling the system's inputs and outputs

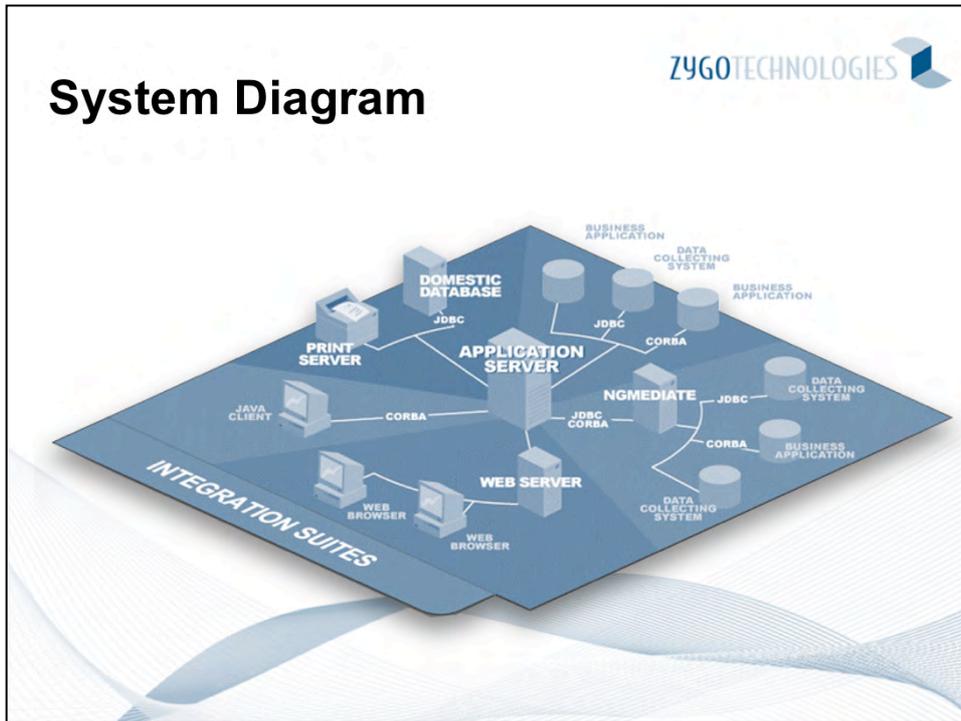
Together they form the core Zygo system

•To the left we have the respective user, dealers and customer interfaces to to the Zygo system.

•To the right we have our published API's that allow for integration to Zygo and 3rd party systems and exports to various financial systems. Direct mediation to other provisioning systems or direct to carrier switches.

•Finally, reporting systems which, in addition to the reports contained with the GUI, allow for a mixture exports and reporting systems to suit your business requirements.

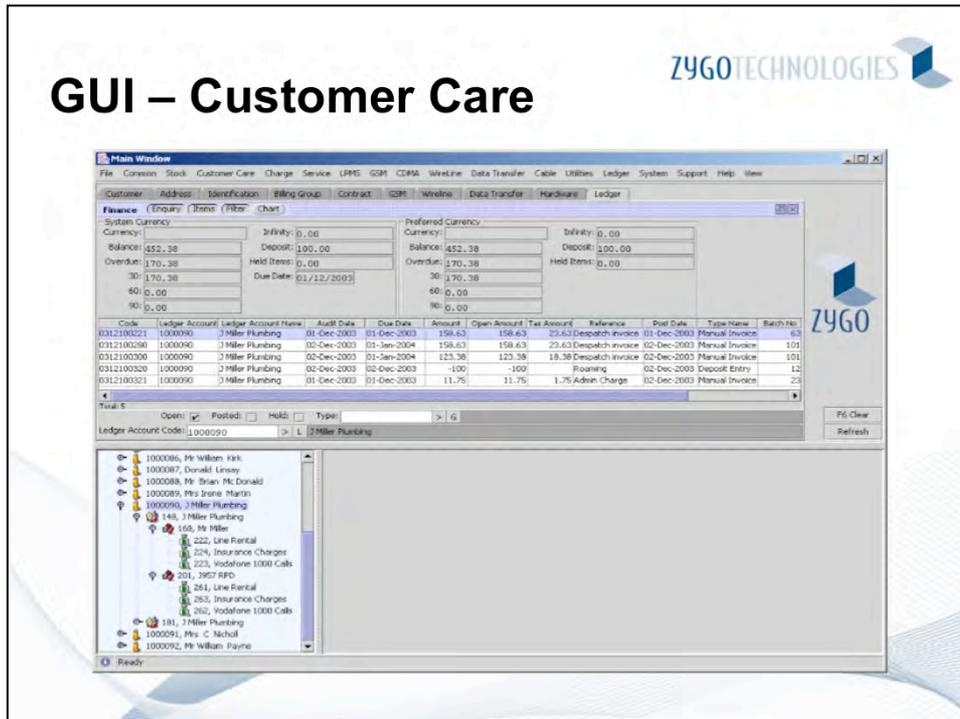
System Diagram



Explanatory Notes:

Diagram showing the integration suites

GUI – Customer Care



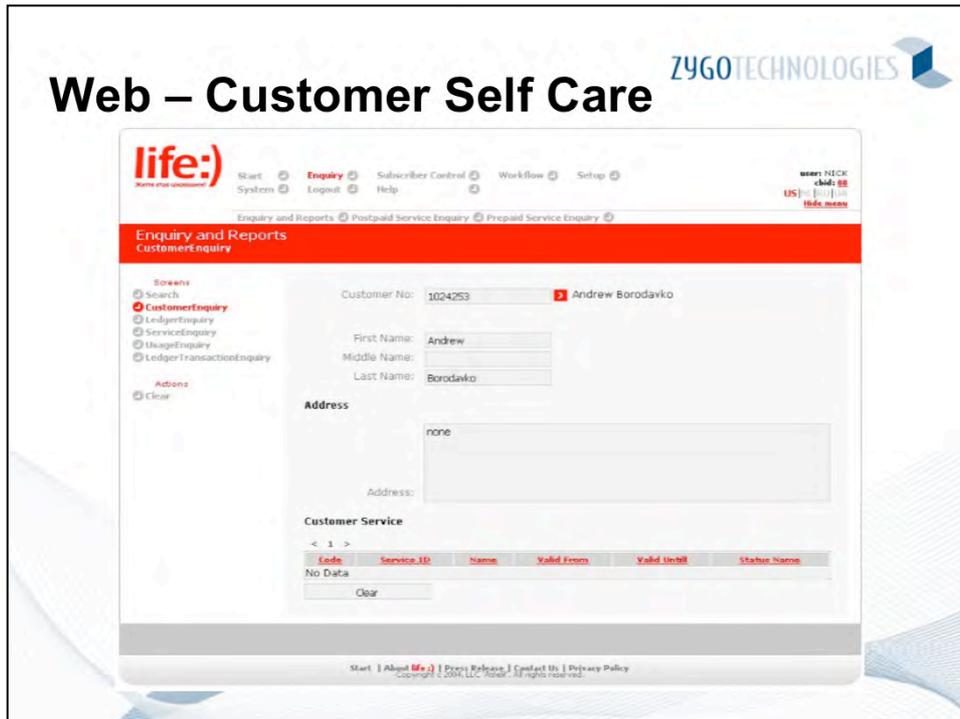
Explanatory Notes:

This slide and the next two slides give you an idea of the different front-end user interfaces that Zygo can provide.

- This diagram shows the GUI which can be adapted and streamlined to your wishes.
- Based on our security model, we can either hide, provide read-only or complete access to any menu, screen, parts of screens or even buttons. Even whole segments of the customer base can be partitioned to certain users.

This will be supplied to accommodate it to each users requirements.

Web – Customer Self Care



Explanatory Notes:

This diagram shows some of the web technology interface deployed and (in this instance) styled specifically for the Ukrainian network operator - Life,

- This interface is instantly changeable to the language of choice – e.g. English, Dutch, Russian or Ukrainian.
- Here the user can view and manage every aspect of their account.

Web – Dealer Self Care





Customer

LedgerAccount

Costcentre

Vehicle

Stack

Search

Add

Amend

Filter

Customer No

Customer Name

Customer Section

Apply Filter Clear

Customer -> Search

Customer No	Customer Name
1000004	Test Customer 1000004
1000008	Test Company
1000009	Joe Bloggs Ltd
1000019	DM Test Customer
1000055	TRUCKCO
1000067	ANOTHER
1000068	ANOTHER
1000069	Test DieselMist Customer
1000073	DIESELMIST HOLDINGS LIMITED

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Explanatory Notes:

This diagram displays a multi-customer set up that has been used to provide some Dealer Self Care functionality to a website.

This could be re-branded and “white-labelled” to each dealer if required - allowing dealers only certain functionality (the extent of which being decided by our customer) compared to that provided to actual end users.

Zygo telco customers in EU



Vodafone Partner Services – Yes Telecom Netherlands – Go Clever GmbH

As well as providing billing solutions for wholly owned subsidiaries of Vodafone in the UK – KPN in the Netherlands – E-plus in Germany, Zygo customers can connect services through O2, T-Mobile and BT

Zygo has also provided and installed systems in countries worldwide including Australia, Canada, USA, sub-Saharan Africa and Eastern Europe



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Billing System Overview



- Modular Functionality
- Simple Administration
- Multiple Customer Bases
- Multi-Lingual / Currency
- Secure Audit Trail
- Quick to Deploy

Explanatory Notes:

In addition to the modular architecture, the system functionality is modular too.

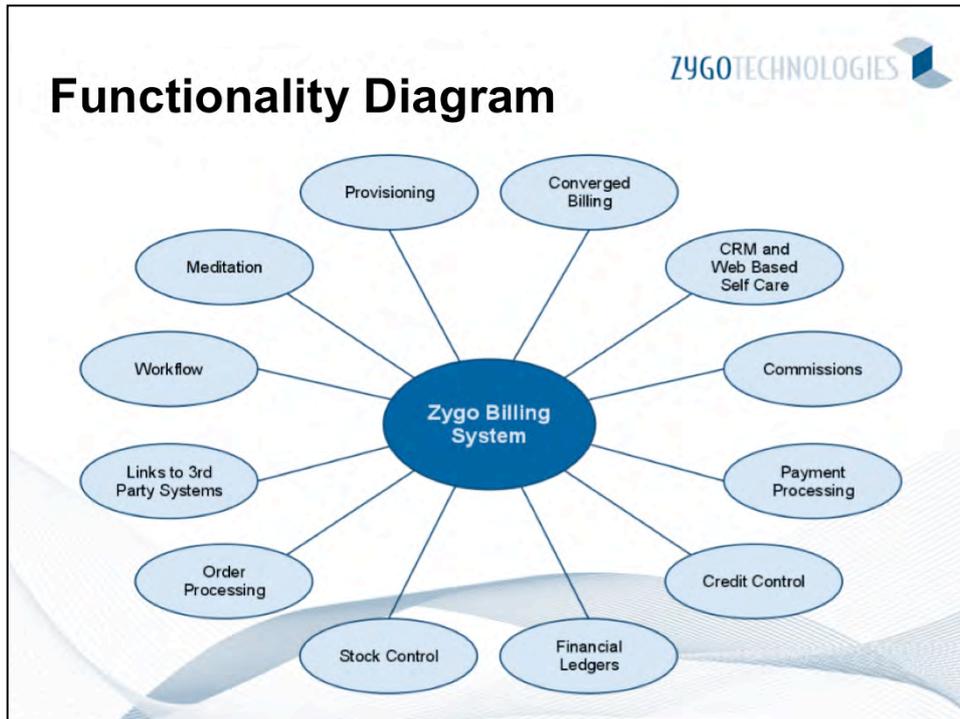
•This allows customers to deploy say a rating module without forcing them to use our stock module or perhaps not use the built in sales leads tool and instead plug in their own sales tracking tools.

•Administering the system is straightforward and simple [assisted where required by our workflow solutions], allowing the functionality of users to be controlled either at “departmental” or “individual” level.

•The inherent system scalability allows customers to segment, using Customer Base ID's (CBID), their customer bases, products and financials according to their requirements. For example one Zygo system CBID could be used to hold all in-house customers with another for dealer customers. Where certain system users can see one or both CBID's according, yet product codes can be shared across all CBID's to reduce double entry.

•In addition to this, the system can be configure to be both multi-lingual and multi-currency. Allowing our customers to roll-out out to new markets across the globe or quickly adapt to currency and taxation changes in different territories.

•Backing this up is an audit trail tracking the changes and logging them centrally within the system, whether the changes are automated, via one of the GUI's or even the API's. With Zygo's breadth of features and depth of industry knowledge of our experienced staff we are able to deploy a working system extremely swiftly. A typical green field installation can take just weeks to roll out and go live.



Explanatory Notes:

This diagram highlights some of the key functionality (modules) which customers can choose from allowing them to tailor the system to their specific requirements.

As shown the functionality covers all stages/anything from the initial customer contact right through to payment processing, debt collection and paying commissions where required.



Reporting and Exports

- Java or Web GUI
- Reports Server
- Direct or ODBC SQL
- PDF / CSV / Paper / Email
- Manual or Automated output

Explanatory Notes:

- The Zygo system comes with many reporting and output options.

There are standard reports available via the GUI or web interface, including the option to store and print previous credit notes and invoices.

In addition we can install a reports server which allows for greater flexibility over reporting and allows for either Direct or ODBC SQL queries to be run on the database.

- As an alternative, if required we can also link Zygo to an existing reporting or ERP systems such as Crystal Reports or business objects.

- Any of our reporting options allow for manual or automated delivery of reports of almost any format. For example we can set up Zygo to automatically send a data feed to a fulfilment house following an invoice run sign off, or create and email PDF invoices and statements directly from Zygo depending on the client's requirements.



Training and Services

- Bespoke Training
- On-Site Support
- Project Management
- Billing and Rating Management
- O/S and Database Support

Explanatory Notes:

The previous slides have been directed to cover “product” information but Zygo’s commitment to and involvement with its customers goes much further:

- Available to support our customers, is a team of highly experienced and talented staff.
- We provide bespoke training for each of our customers, by working with them to produce a focussed training plan tailored to and based on their individual business processes.
- If required we also provide targeted on-site support, where necessary physically participating in assisting our client’s staff in actually getting the work done.
- Throughout implementations each project will be assigned a dedicated project manager to work closely with your project team, which gives our customers the confidence that there will be a smooth roll out.
- We can also host or replicate a customer’s billing system off-site either physically or virtually in the cloud.
- Our managed services team can also provide a fully out-sourced billing and system support team. From performing monthly invoice runs to tariff management and from database management to operating system support.



Zygo Summary

- A True Partnership
- Flexible Pricing Structure
- Scalable and Open
- Swift Installation
- Low Risk

Explanatory Notes:

- We are an established and recognised supplier of billing and customer management and care solutions.
- We have provided many systems and solutions to customers ranging from start-ups to the largest telecoms company in the world.
- Our experienced and talented team work closely with our customers to define, support and deliver their business requirements.
- As our system is flexible, scalable and open this means we are able to solve even the most challenging business requirements. Whether this be from providing a rating engine to connect to existing CRM systems or a whole stand-alone billing system, we can deliver.
- Because we have the expertise to deliver, install and support everything we can install and set up a system in a very short time frame. A matter of a few weeks for a base system.
- Our pricing structure is entirely flexible, designed to accommodate our customers' business plans and financial restrictions. Initial charges are kept to a minimum to give our customers confidence that they will get what they want to pay for.
- Swift delivery it means we can provide a very low risk implementation. Further our customers are able to roll out additional functionality as and when they are ready.

“Experience matters.”

By choosing Zygo you will be in very safe hands.