

Tiscali Services: overview

Tiscali Services is the Application Service Provider (ASP) of Tiscali, one of the main independent telecommunication companies in Europe. As 'technical engine' of the Group, it supports all services provided by the Tiscali subsidiaries to the end users.

Tiscali Services employs today more than 200 people with outstanding technical skill for the development and operations of Internet and Voice Services.

After two years spent consolidating the technical activities for the Group, Tiscali Services is ready to offer its in depth experience to the ISP and Telco market.

History

Founded in 2005 as a spin off of the Information Technology activities of Tiscali, Tiscali Services history form an integral component to the evolution of the Group. Tiscali's IT staff, technical assets and experiences have all merged into Tiscali Services, making up one of the most advanced and skilled groups of professionals working in the field of IT.

Since 2000, the need for Tiscali Services is mainly due to the fact that Tiscali has enlarged its geographical footprint from one single country to sixteen. In fact, this is after establishing its business in Italy through innovative proposals, and by making full use of the flexibility of Tiscali and the reliability of its network.

Tiscali has succeeded in overcoming the existing monopolies which has allowed it to revolutionise the rules of the market. In October 1999, the company was floated on the Italian Nuovo Mercato (the Italian stock exchange dedicated to technology titles, similar to NASDAQ), raising the capital needed to finance its goal to become a pan-European player. From here Tiscali embarked on an expansion plan through a series of mergers and acquisitions of major existing Internet companies. Thanks to these operations, Tiscali has operated in Europe and in South Africa with more than 3000 people.

A new common infrastructure was required to manage the business and to harmonize the product offerings and processes. Tiscali Services - the 'technical engine' of the Tiscali Group - built a BSS platform, called UNIT. This was used as a unified IT platform to manage Tiscali operations in the countries in order to support rapid decision-making processes, consistent market offerings and superior customer service.

This ambitious project and the deployment of the Platform required 15 months development. It has supported all relevant needs of ISPs & Voice operations through being an integrated platform in 12 European countries. The platform includes order management, CRM, Mediation, Rating and Billing for Internet access services, subscription contents and voice (pstn and VOIP), account receivable, bank interface, dunning, datawarehouse.

The UNIT platform, strongly supports the unprecedented growth in terms of company revenues, service delivery quality and customers. Today Tiscali, with one of the largest and most interconnected IP networks in the world, is able to supply its customers - both residential and business, with a full range of services: Internet access, both dial-up and ADSL, voice, VoIP, media, value added services (VAS), and other technologically advanced products.

2007 will be a turning point for Tiscali Services – being heavily involved in the roll out of the new release of its platform (Unit2) and offering a vast level experience to the ISP and Telco market. The primary focus is to deliver other ISPs the same valuable and proven expertise that Tiscali Services have developed for the implementation of the Tiscali Group. This means outsourcing a global and dynamic array of products and services that are already offered to hundreds of thousands of users - built taking into consideration their user-friendly nature created for Tiscali customer base.