



Today, telecommunications and public utilities services providers, face the challenges presented by highly efficient competitors and the need for increased profitability in their business. To cope with these, they must have mechanisms and processes that guarantee an effective management of all the critical aspects of their business:

- Quality and uninterrupted services provisioning
- Income assurance
- Control over frauds and losses
- Differential tariffs and communication services bundling
- Cope with permanent regulation changes

The latter have been the circumstances motivating the search for convergent technological platforms that permit a differentiation in the provisioning of services to customers, prompt response to their claims and needs together with correct invoicing for consumptions and expedient management of all operations associated to network services.

On the other hand, electric power, sewage and garbage collection services have driven the transformation and updating of companies serving the public utilities sector to search for a solid and technologically mature software platform that will empower them to face these never ending challenges.

The objective, for both sectors is efficiency, and the means to reach the objective is software. However, in both instances, success is obtained through specialized software and Open™ provides the integrated software platform needed for the critical mission of telecommunications and public utilities services providers.

Open™ a specialist in software solutions for Telecommunications and Public Utilities Services

Open™ is a leader in technology with international operations focusing in the Latin American market, with more than 50 solutions installed, all successful, and through its software based products manage over 10.000.000 subscribers in 7 Latin American countries are managed.

Open™, coordinates its global market penetration strategies through its corporate offices in Miami, Florida, U.S.A, developing strategic business partnerships and concentrating its software development activities in its U.S.A. and Colombian facilities.

Open™ has over 20 years' experience in the technological solutions market, better known as BSS (Business Support Systems) and OSS (Operations Support Systems). These information systems represent the essence of the telecommunications and public utilities services, by providing support to the areas of income generation, customer care, network operations management and control on losses, all serviced from a differentially integrated point of view.

With extensive experience in the intensive use of technology based in rules and configurators, Open's portfolio is anchored in a very flexible platform on which the business conditions of the telecommunication services such as voice, video and data, as well as those of public utilities whether electric power, natural gas and/or waterworks are activated, providing a specialized suite for every case.

Open™ has a staff of over 150 professionals dedicated to the research and permanent development of new products and business opportunities and to support the implementation of its solutions.



World Class Solution



OpenSmartflex™ is a product having an exceptional integration level with the market.

OpenSmartflex™ integrates, under a single software platform, all sales and customer care processes such as the management of requests, claims and complaints, marketing processes such as invoicing, problem solving and the sales of services and products together with network maintenance operations on which the latter are offered such geographical network inventory and field operations.

Open's OpenSmartflex™ solution for the telecommunications' sector offers specialized suites for each industry:

- **OpenSmartflex™ Telecom BOSS** for voice, video and data services providers such as fixed telephony, cable television and added value services
- **OpenSmartflex™ Mobile BOSS** for the cellular telephony industry.

Open's OpenSmartflex™ solution for the public utilities services providers offers the following suites:

- **OpenSmartflex™ Power BOSS** for the electric power industry.
- **OpenSmartflex™ Gas BOSS** for the natural gas industry.
- **OpenSmartflex™ Aqua BOSS** for the basic sanitation industry sector.

Quality Standards



Open™ has been committed, for over a decade, to the development of software that meets with the standards and conditions of the mature technology needed in Latin America. Today, Open's operations meet international standards guaranteeing its user high quality products and services.

Open™ guarantees high quality standards in all its present and future products' versions as well as efficiency and expediency in the commissioning of its information services at the companies buying them.

An ISO 9000 IQNet Certification, granted in 1998 and a CMMI Level IV Qualification granted by Carnegie Mellon University in 2006 credit the compromise level of Open with its customers.

Open's Customer Portfolio

Telecommunications

Open's customer portfolio comprises solutions successfully implemented and presently in operation at important Latin America customers. Among them:

Colombia

- Grupo EPM. Medellín, Bogotá, Pereira.
- Grupo Telefónica - Colombia Telecomunicaciones, Bogotá
- Grupo Transtel. Cali, Popayán y otras ciudades.
- Grupo Carvajal. Villavicencio y Montería.

Ecuador

- ANDINATEL, Quito.
- Telesca, Quito.

Centroamerica

- Cablenet, Ciudad de Guatemala.

Brazil

- Sercomtel, Londrina.

Paraguay

- CTI Paraguay, Asunción.

Public Services

Over 5.000.000 public services subscriber of electric power, natural gas, waterworks or multi-services services are managed with Open software. Among them:

Colombia

- EPPM, Empresas Públicas de Medellín, Medellín
- EMCALI, Empresa Municipales de Cali
- GASCARIBE, Gases del Caribe, Barranquilla
- SURTIGAS, Surtidora de Gas Natural, Cartagena
- Gases de Occidente, Cali
- Gases de la Guajira, Riohacha
- Gas del Risaralda, Pereira
- Gases del Quindío, Armenia
- Gases del Norte del Valle
- Acuagyr, Girardot
- Comercializar, Cali

Costa Rica

- COOPELESCA, Cooperativa Eléctrica de San Carlos, Ciudad Quesada

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Open reserves the right to upgrade, or change, the specifications of the product and services herein described without previous notice.