



## Telecommunications Management System



### Greater Orlando Aviation Authority Uses NetPlus® to Solve Billing issues

The Greater Orlando Aviation Authority (GOAA) won a court case declaring it a telephone carrier and enabling it to continue delivering telephone services to its resident tenants at the airport and on-site hotels. The GOAA was struggling with an aging, inaccurate billing system and rising support costs. The agency had tried two new systems after extensive and costly procurement cycles, both failing to deliver an accurate bill for GOAA's tenants.

#### Enter the NetPlus® TeleManagement System

Wanting to ensure success, GOAA entered into extremely detailed and task-centered negotiations with the NetPlus team, calling for validation of each of the items on the tenants' bills, and applying the appropriate taxing schemes to maintain compliance with all local, state and federal regulations. Moreover, NetPlus had to run and validate three successive monthly billing cycles against the existing system—in addition to implementing the NetPlus system in a timely fashion.

**NetPlus was installed and GOAA personnel trained within 3 months. Three successive billing cycles were run and validated against the legacy billing system:**

- Accurately collected all tenant call detail records (CDR) from the 11 PBXs
- Accurately rated all call records for local and long distance charges
- Properly allocated all local, state and federal taxes
- Provided accurate itemized and summarized bills by telephone number, tenant and organization

*“It is widely recognized that carrier billing is often inaccurate, and usually so in favor of the carrier. Reconciling our actual inventory and usage with the carrier's bills is a time-consuming, expensive, and tedious task. Furthermore, it depends upon access to data from different sources within the organization. With NetPlus, carrier bill reconciliation and subscriber billing are fast, accurate and automatic, as all usage is tracked through a centralized database. This has saved us both time and money.”*

– Al Robinson, Telecom Manager, Greater Orlando Aviation Authority

In summary, the NetPlus system was installed on time and effectively managed GOAA's telecommunications billing from cutover through the validation period and beyond. It enabled GOAA to issue accurate and timely bills to its tenants and internal organizations, and manage its day-to-day telecom operations and inventory. Finally, it provided GOAA a reliable means to assess, collect, report and pay taxes to the appropriate government agencies.



+1 301 721 3000  
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