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Asentinel Is Major Carriers' First Choice for Billing Expertise

Asentinel, a technology-centric Telecom Expense Management company, has recently been sought out by telephone and wireless carriers for its expertise in electronic billing standards and joint customer needs.

While Asentinel's customers are large and medium size enterprises in need of comprehensive TEM solutions and services, its success in the market has generated the attention of the telecom providers as well. Dozens of carriers, including industry giant AT&T, have sought out Asentinel software to help to develop new EDI (electronic data interface) billing systems that will continue to provide data that is sufficient to audit back to the carrier's contracted rates.

According to the AT&T Billing Solutions Team, "In developing our new Mobility EDI product via Premier eBill, we needed to work with a partner who understood both the intricate details of the technology and the needs of our mutual customers wanting to audit important aspects of their telecom invoices. Asentinel's experience and knowledge has been invaluable in launching a successful Mobility EDI bill media!"

"Since our inception, Asentinel has been working on our customer's behalf to enhance their carrier's billing capabilities. The goal of our solution and the patents surrounding our technology has always been to capture the most granular billing detail and audit these charges back to the customer's contractual rates. This has created an ongoing demand to make billing system enhancements as carriers deliver new products and services," said Jason Fisher, Chief Software Architect for Asentinel. "The relationship with carriers has not been adversarial and in fact there has been a good response from carriers over the years to make these enhancements. It has never been the carrier's desire to produce incorrect billing and they understand and see the value of our solution. This has been evidenced by the carrier's approaching us for our electronic billing expertise regularly as they make changes to their billing systems."

According to Asentinel, carriers like AT&T have sought out the company as they begin the development of next generation billing systems because the carriers know that Asentinel is up-to-date on their customer needs and expectations, and its patented software creates a demand for a high level of detail in the invoices to be able to validate the invoice charges.

"There will never be a perfect, off-the-shelf, one size fits all billing system that the carriers can offer, because every customer contract is different and every customer's telecom needs are dynamic," said Fisher. "What the carriers can do is make sure the billing they offer is tested and scrutinized by our software to know that they have provided as much detail as necessary."

“Though there are hundreds of TEM providers in the world, carriers chose to partner with Asentinel’s EDI engineering team due to our experience and leadership,” added Asentinel CEO David C. Perdue. “Asentinel, through our teaming with carriers’ billing solutions departments, is committed to ensuring comprehensive presentment, auditing and cost allocation of every charge on the invoice. It’s a distinctive competence and one that we take seriously.”

About Asentinel

Asentinel meets the needs of customers by providing global telecom life-cycle management through comprehensive TEM solutions and services—saving its customers millions of dollars since its inception in 2002. Asentinel holds the only comprehensive United States patents (#7340422 and #7805342) in Telecom Expense Management for its groundbreaking software, Asentinel 7.0. Asentinel is headquartered in Memphis, Tenn., and has offices across the United States, in Amsterdam and Bucharest. For more information, visit www.asentinel.com.

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