Opportunities are at your fingertips with Customer Master

MID AMERICA COMPUTER CORP

Customer Master, our industry-leading BSS/OSS, has the proven power you need to manage customers for multiple services in a variety of configurations--all on a stable platform built on solid technology for today's independent service provider.

You Sell It - We'll Bill It

For all the services you provide, Customer Master provides a solution. Customer Master supports multi-customer, multi-service, multi-line profiles in a truly convergent billing environment. What's more, Customer Master features complete support for provisioning of telephone, Internet, and video services. Our growing list of supported processes and data input/output options includes:

- Easily create and bill for bundled services
- Support for top pay-per-view providers
- E-911 support and output to regional providers
- Support and output to top publishers and DA providers
- Full carrier and calling plan support
- Fully integrated plant management with CAD mapping
- Online bill payment options with MACC's eBill
- Support for ACH and credit card payment processing
- Integrated credit bureau reporting interface

An Integrated, Tailored Solution

MACC's Customer Master provides everything you need to run your business, from Service Orders to Receivables to Reports. But the best part is that you decide its role, choosing from a wide array of integrated functional modules and service support. You control the data with integrated database security options, user-managed database operations, and available online reporting and toll viewing options. Even multiple billing options, billing media, bill printing and fulfillment are among the variables at your control.

Do you want to let MACC process the bills, but print them yourself? Not a problem. Want to install Customer Master across your multi-city, multi-office network, and integrate it with our Accounting Master Part 32-compliant accounting system— or even your own accounting system? MACC can handle it!

An ASP Version is also available

If you are interested in an Application Service Provider (ASP) version of Customer Master, you'll be happy to know it's available. It features all of the powerful capabilities of Customer Master with no up-front hardware purchase, flexible monthly payment options, and our expert conversion and implementation team.

Key Features

Customer Care

- Windows®-based
- SQL-Server® architecture
- GUI-enabled
- Installed at 200+ locations
- Integrated and modular
- Interface to 3rd parties
- Accounting interface
- Robust Reporting with our included Data Master product
- Custom reports
- Intuitive query and find
- ACH compliant
- Data Security and audit trail
- Open database/ application interface

Convergent Billing

- Convergent billing or bill by service
- Custom bills
- Cycle billing
- Targeted messages/inserts
- Printed bills or print stream

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