

Overview of Conversion Related Products and Services From Genesys Solutions, Inc.

Specifically designed to convert cable systems from DDP/SQL to ICOMS or CCS



Genesys Solutions, Inc.

Software to simplify your life!

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3 Objectives

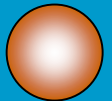
WHO IS GENESYS?



WHAT VALUE CAN GENESYS PROVIDE?



HOW CAN YOU BENEFIT?



About Genesys...

- **PRIVATELY HELD CORPORATION**
- **ESTABLISHED IN 1995**
- **BASED IN DENVER, CO**
- **6 OF TOP 10 CABLE COMPANIES ARE CLIENTS**
- **CORE EXPERTISE IS HP-Nonstop & DDP/SQL**

Achievements...

- **12 DISTINCT PRODUCT LINES**
- **PERFORMED OVER 22 MILLION CONVERSIONS**
- **TECHNICALLY STRONG**
- **FINANCIALLY VIABLE**
- **EXCELLENT REPUTATION**

PRODUCT FOCUS

GENESYS FIXMASTER

GENESYS AUTOMATED BACKLOG

GENESYS ARCHIVAL



PHASES OF A CONVERSION

STEPS OF A CONVERSION

FOR EVERY CORP:

SNAPSHOT

BACKLOG

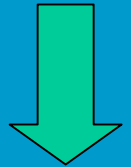
TRANSFER CONTROLLERS

AUDIT AUDIT AUDIT

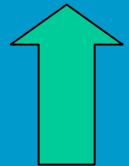
STEPS OF A CONVERSION

**SNAPSHOT PROVIDED TO
ICOMS/CCS AFTER FINAL
CUTOFF IN DDP/SQL**

**GO LIVE
WITH ICOMS
/CCS**



BACKLOG TRANSACTIONS IN DDP/SQL



**BACKLOG TRANSACTIONS ARE APPLIED AND
CONTROLLERS SWITCHED TO ICOMS/CCS**

GOALS OF A CONVERSION

INCREASE ACCURACY

REDUCE WINDOW

DECREASE COST



GENESYS FIXMASTER

GENESYS FIXMASTER

- **WORKS WITH DDP/SQL 4.12** (or higher)
- **PROVIDES SNAPSHOT**
- **OUTPUT IS IDENTICAL TO DST'S FIXMASTER**
- **RUNS IN NON-EXCLUSIVE MODE**
- **EXECUTED BY GENESYS STAFF**
- **CUSTOMIZEABLE OUTPUT**

GENESYS FIXMASTER

- **HIGHLY SCALEABLE**
- **NO LIMIT ON EXTRACTS PER MONTH**
- **REDUCES LOAD ON OPS STAFF**
- **ISSUES RESOLVED IMMEDIATELY**
- **EASY TO TRACK PROGRESS**
- **EXTREMELY RELIABLE**

GENESYS FIXMASTER

- AUXCUST
- AUXHOUSE
- BOXINVTRY
- CHRGLVLSCHED
- COMMENTMASTER
- CUSTEFTS
- CUSTMASTER
- CUSTNONSTD
- EVTCTRLNUM
- EVTSHOWING
- EVTTITLE
- HISTCUST
- HISTCUSTRATE
- HISTEVENT
- HISTFLDSVC
- HISTMASTER
- HOUSEMASTER
- OUTLETSVCS
- RATECODES
- ANY OTHER TABLE
DEEMED NECESSARY

GENESYS FIXMASTER

- **CSG / CONVERGYS STAFF WOULD CONTACT GENESYS DIRECTLY IN CASE OF ANY DATA ISSUES**
- **MANAGEMENT AND OPS RECEIVE REGULAR NOTIFICATION OF PROGRESS THROUGH THE ENTIRE EXTRACT PROCESS**

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GENESYS AUTOMATED BACKLOG

GENESYS ABL

- **PROGRAMMATICALLY EXTRACTS VITAL BACKLOG TRANSACTIONS FROM DDP/SQL**
- **PROVIDES IMPORTANT REPORTS THAT CAN BE USED TO AUDIT TRANSACTIONS ON DESTINATION BILLING SYSTEM**

GENESYS ABL

WORKORDER BACKLOG (WABL)

EXTRACTS PENDING AND COMPLETE W/O

- **Installs**
- **Trouble Calls**
- **Disconnects**
- **Special Request workorders**
- **Change of Service workorders**
- **Converter changes that are part of CoS**

GENESYS ABL

WORKORDER BACKLOG (WABL)

- **3 Output files – Report, Data and Rejects**
- **Very detailed report is provided**
- **Output can be formatted for manual entry or automated processing**

GENESYS WABL REPORT

Selected 246 rows from =WIPMASTER table for ANYCITY

(FTA 175 through 186)

***** SUMMARY OF WORK ORDERS *****

INSTALLS : 7
 RESTARTS : 7
 CHANGE OF SERVICE : 195
 DISCONNECTS : 9
 TROUBLE CALLS : 22
 SRO : 6

***** COMPLETED WORK ORDERS *****

Change of service : 7
 Disconnects : 7
 Trouble Calls : 12
 Special Request Orders : 5
 Installs : 6
 Restarts : 6
 Other Misc. orders : 0
 Total Completed Orders : 43

***** PENDING WORK ORDERS *****

Change of service : 4
 Disconnects : 0
 Trouble Calls : 10
 Special Request Orders : 1
 Installs : 0
 Restarts : 1
 Other Misc. orders : 0
 Total Pending Orders : 16

***** NO-SCHED. WORK ORDERS *****

Change of service : 0
 Disconnects : 0
 Trouble Calls : 0
 Special Request Orders : 0
 Installs : 0
 Restarts : 0
 Other Misc. orders : 0
 Total No-Sched. Orders : 0

***** NO TRUCK WORK ORDERS *****

Change of service : 184
 Disconnects : 2
 Trouble Calls : 0
 Special Request Orders : 0
 Installs : 1
 Restarts : 0
 Other Misc. orders : 0
 Total No Truck Orders : 187

Total Other Orders : 0

***** END OF REPORT *****

GENESYS ABL

STANDARD BACKLOG (ABL)

EXTRACTS FINANCIAL TRANSACTIONS

- **PAYMENTS**
- **ADJUSTMENTS**
- **EFTS**
- **PRORATES**
- **PPV/VoD**

GENESYS ABL

STANDARD BACKLOG (ABL)

- **2 Output files – Report & Data** (for each type of extract)
- **Detailed report is provided for audits**
- **Output can be formatted for manual entry or automated processing**

GENESYS ABL

- **FOR WABL / ABL, MSO SETS THE CALENDAR – GENESYS EXTRACTS AND FTPs TRANSACTIONS TO DESTINATION BILLING SYSTEM IN DESIRED FORMAT**
- **GENESYS WOULD WORK CLOSELY WITH CORP TO ENSURE BATCHES ARE POSTED AND PPV CHARGING RUNS ARE COMPLETED BEFORE ABL EXTRACTS**

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GENESYS ARCHIVAL

GENESYS ARCHIVAL

- **ARCHIVES DDP/SQL TABLES TO CD-ROM, DVD or WEB DB AFTER CONVERSION**
- **PROVIDES A BETTER ALTERNATIVE THAN MICROFICHE**
- **ALLOWS CONCURRENT ACCESS**

GENESYS ARCHIVAL

Archives the following information:

- Subscriber information (name, social security, phone numbers etc.)
- House Information (address, franchise tax, management area etc.)
- Ledger Information (complete ledger history)
- Box Information (for each box located at customers premises)
- History information (install dates, any trouble calls, rate codes etc.)
- PPV information (list of events, charges, order dates etc.)

GENESYS ARCHIVAL

- **SAVES ON SUNSET COST**
- **EASY RESEARCH & AUDIT TOOL**
- **ALLOWS DATA TO BE CUT & PASTED INTO EMAIL OR REPORT**

GENESYS ARCHIVAL

- **OPTION TO CREATE WEB-DB PLUS CD-ROM FOR OFFSITE STORAGE**
- **ARCHIVED DATA IS IN A SQL DB**
- **PROVIDES LOW COST OPTION TO ARCHIVE VITAL HISTORICAL DATA**

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ARCHIVAL FOR DDP/SQL

DEMO

Summary

- **Genesys FIXMASTER – Provides Snapshot of DDP/SQL database**
- **Genesys ABL – Provides mechanism for automating backlog transactions**
- **Genesys ARCHIVAL – Archives DDP/SQL historical data to alternate media**

ADDITIONAL SERVICES

- **WORK ORDER HISTORY EXTRACT**

EXTRACTS W/O HISTORY

- **BY DATE RANGE**
- **BY NUMBER OF TRANSACTIONS**
- **DATA CAN BE APPLIED PROGRAMMATICALLY ON THE DESTINATION BILLING SYSTEM**



BENEFITS TO YOU

BENEFITS TO YOU

- **HIGHLY EXPERIENCED TEAM**
- **PERFORMED IDENTICAL CONVERSIONS IN THE PAST**
- **COMPLETELY CUSTOMIZEABLE SOLUTION**
- **ONE PACKAGE PRICE FOR FIXMASTER AND ABL**
- **7x24 TECHNICAL SUPPORT**

BENEFITS TO YOU

- **REDUCED LOAD ON OPERATIONS**
- **ONE NUMBER TO CALL FOR ISSUES**
- **LOWER COST**
- **WIN-WIN SITUATION**

BENEFITS TO YOU

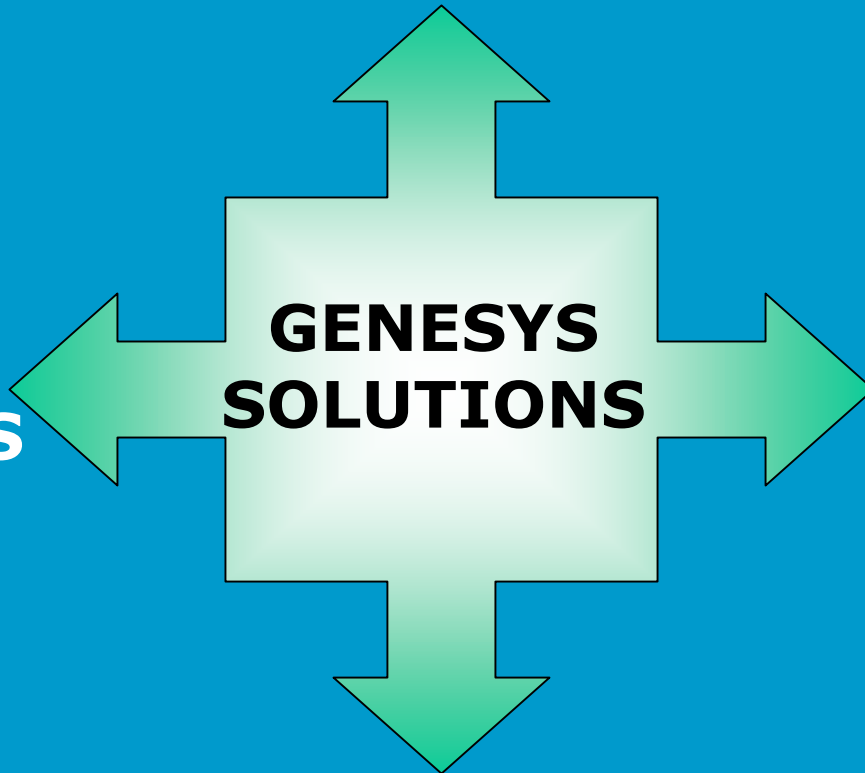
MSO MGMT & OPS

**BILLING
VENDORS**

**GENESYS
SOLUTIONS**

**CORPS &
REGIONS**

LOGISTICS



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NEXT STEP

Future Direction

- **FINE-TUNE CONVERSION SCHEDULE**
- **DEVELOP DATA LAYOUT**
- **AT LEAST 3 TEST CYCLES**
- **TRAIN AND SCHEDULE STAFF**

90 DAY LEAD TIME PREFERRABLE

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THANK YOU