

# NACT Success Story

## Managed Service Provider KASA puts New IRIS Converged Billing Portal to the Ultimate Test

As the concept of outsourced managed services becomes more popular, KASA Enterprises, Inc., of Miami, Florida, has established a practice that offers a spectrum of outsourced telecom, CRM, VoIP and port leasing services. KASA is an affiliate of 25-year telecom leader NACT Telecommunications, Inc. ([www.nact.com](http://www.nact.com)), and has become a thriving operation that supports businesses throughout the U.S. and internationally who can benefit from outsourcing their switching and telecom/VoIP services or who want to obtain cutting-edge technology on a pay-as-you-go basis.

### The Challenge

Clearly, one of the biggest challenges KASA faces is billing, and particularly converged billing for customers who make use of multiple services in the KASA offerings. So as NACT worked to develop its new IRIS converged billing platform, KASA was the ideal candidate to put this advanced new billing platform to the ultimate test.

Traditionally, billing has been the carrier or service provider's ultimate operational task. Research notes that acquiring and running a

typical advanced billing system can account for as much as 20 to 30 percent of a company's operational costs.

With NACT's unique market position, the company is aggressively working to change this traditional paradigm. NACT has used its advanced converged billing experience to pioneer a new hosted billing platform that can manage not only voice, video and data but any kind of services that a Small to Medium Business (SMB) or Small to Medium Enterprise (SME) may want to provide.

The result is NACT's new IRIS converged billing portal, which the company is just now launching to the market at large for use in industries such as property management that can benefit from new shared revenue opportunities as well as from the convenience that a robust hosted billing system could provide.

As a wholly owned division of NACT and as the first "official" customer of IRIS, KASA has put the platform to the ultimate test by using the platform for its own billing for a period of more than six months.



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## The Solution

Seldom does a product go through a beta test of six months—but almost never does a prospective product operate in a production environment at all. This is exactly what KASA has been willing to do. KASA has put IRIS to the ultimate test by having it handle the converged billing for its entire operation.

Clearly, NACT's 25 years of experience providing a variety of integrated telecom services make it the ideal company to pioneer a billing system that is able to handle a job this complex. The IRIS technology is based on the foundation of NACT's full-featured NTS billing system, making it far more complete and robust than a typical new product launch.

IRIS has performed beautifully for KASA. True to its design, it's a billing platform that can manage not only voice and data but any kind of services a company might want to provide. And having been put to the full test in an organization as large and complex as KASA, it is the first and only system this robust that is available as a practical and fully accessible option for the typical SMB or SME.

"In KASA's use and testing, the company has found IRIS to be easy to learn and implement," says NACT Chief Technology Officer Brett Parkinson. "IRIS is also entirely secure. Based on its performance at KASA, we can report with confidence that it is a solution that any company could pick up and use with any service—technology oriented or non tech—to answer the problem of billing complexity and to realize an instant opportunity to revenue share. From the results KASA has already achieved with IRIS, we look forward to the tremendous future potential the IRIS platform provides."



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