GLDS Partner Brief

Partner Type: Billing System

About GLDS

GLDS offers end-to-end customer management, all from the Cloud. Whether it's simple digital box activation, or complete multi-service broadband operations, GLDS has a platform to meet your needs. Get all the tools you need to operate like a tier-one operator, without the infrastructure and maintenance.

GLDS Integration & Benefit

Great Lakes Data Systems is a billing partner that provides a complete suite of billing, customer management and provisioning solutions for small-to-medium broadband providers.

All the functionality you need without the inflated price tag. GLDS is the world's leading provider of customer management and billing software for small and mid-sized operators. Offering tier-one functionality without the tier-one price.
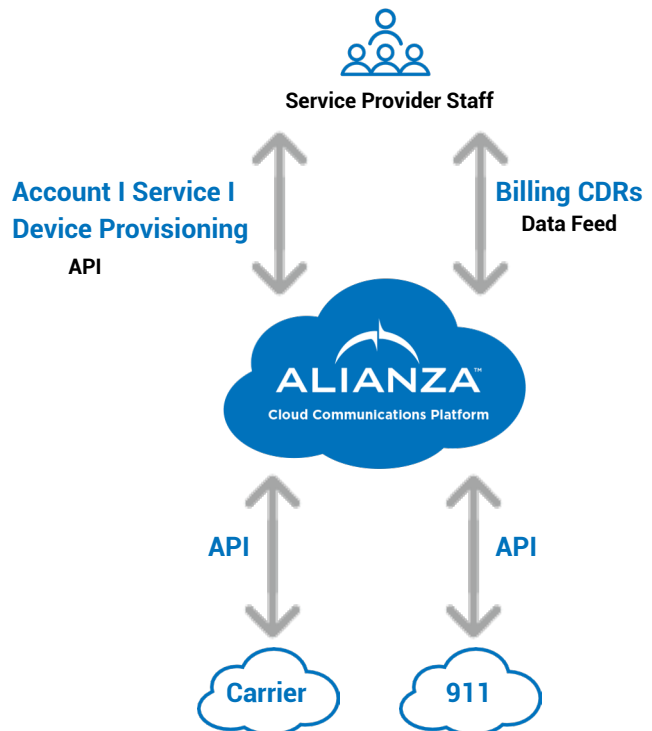
Streamlined Operations with GLDS

GLDS and Alianza have partnered to **dramatically simplify VoIP management, accelerate time to revenue, and reduce the cost of delivering cloud communications.**

Alianza's Cloud Communications Platform provides a turnkey VoIP solution that **enables broadband providers to deliver residential and business services.**

Together Alianza and GLDS provide a complete solution encompassing both voice service delivery and comprehensive back-office functions, including account creation, number activation, billing, and customer care. GLDS is a member of the Alianza Technology Partner Program and Alianza's Cloud Communications Platform is a GLDS Certified voice solution.

Service Provider Staff

Account I Service I Device Provisioning
API

Billing CDRs
Data Feed

API

API

Carrier

911

> **"** We believe that the lowest cost and most agile approach to broadband infrastructure can be found in the cloud. The partnership and proven integration with Alianza will make it easier, faster, and less expensive for small and large service providers to deploy and manage VoIP."
>
> — Garrick Russell, President, GLDS

Market Leading Industry Solution

Alianza has built the most complete integration with BroadHub that automates workflow to reduce costs and accelerate time to revenue for VoIP services. This solution **works with both on-premises and cloud-based versions** of the GLDS customer management, billing, and provisioning solution. The proven integration is easy to turn up and can also incorporate other third-party provisioning systems.

Service provider staff can now enter, update and retrieve customer information in a single back-office platform and seamlessly provision residential and business cloud communications. Flow-through provisioning between the platforms is supported via APIs and reduces swivel chair management and improves operational efficiency. Alianza's data feeds deliver call detail records (CDRs) to BroadHub so service providers can accurately bill and invoice subscribers. **The use cases include:**

- **Account Management**. Adds, changes and deletes including device and service provisioning.
- **Soft Customer Disconnect.** Including both device and service suspension or limiting.
- **Phone Services.** Add or modify telephone numbers and devices, LNP/porting and telephone number activation, including both device and service updates.
- **Billing Data.** Rated call detail records (CDRs).

Benefits

- Accelerates activation and porting
- Reduces swivel chair, manual operations
- Assures data integrity and reduces error

ALIANZA

Get Started! Contact us today, and let's start a conversation.

Alianza empowers service providers to rapidly create and deploy high-value communication offerings. With exceptional quality and always-on availability, service providers leverage our product suite to innovate and address the evolving demands of business and residential customers with an easy to manage, easy to consume, and highly profitable platform.