

## Trilix Digital Services Delivery Solution

Trilix Digital Services Delivery Solution (DSDS) is a total end to end solution for warehouse management and delivery of advanced digital services from multiple service providers to various delivery devices, through a complex distribution chain.

Basic parts of the solution are:

- Central software platform in high-availability configuration
- Service delivery hosted in own data centers
- Payment terminals, including PIN Pads, countertop terminals, portable terminals and / or mobile terminals.
- Distributed software platform located in each payment terminal and managed through central terminal management system

One of the foremost uses of Trilix DSDS is to deliver vouchers in the mobile telecommunications industry, where digital vouchers are delivered through EFT POS device (payment terminal), retail PC POS, e-kiosk, ATM, mobile device or using any other delivery channel, to the end-customer.

With Trilix DSD Solution, you can connect with your customer wherever he is, using whichever device is most convenient for him, to deliver your digital services.

### Service Platform

DSDS is also completely integrated end-to-end distribution channel management software, which enables service providers to control a wide, multi-level distribution<sup>1</sup> network composed of distributors, merchants, sales points and delivery devices, all from the same software solution, through a single control console.

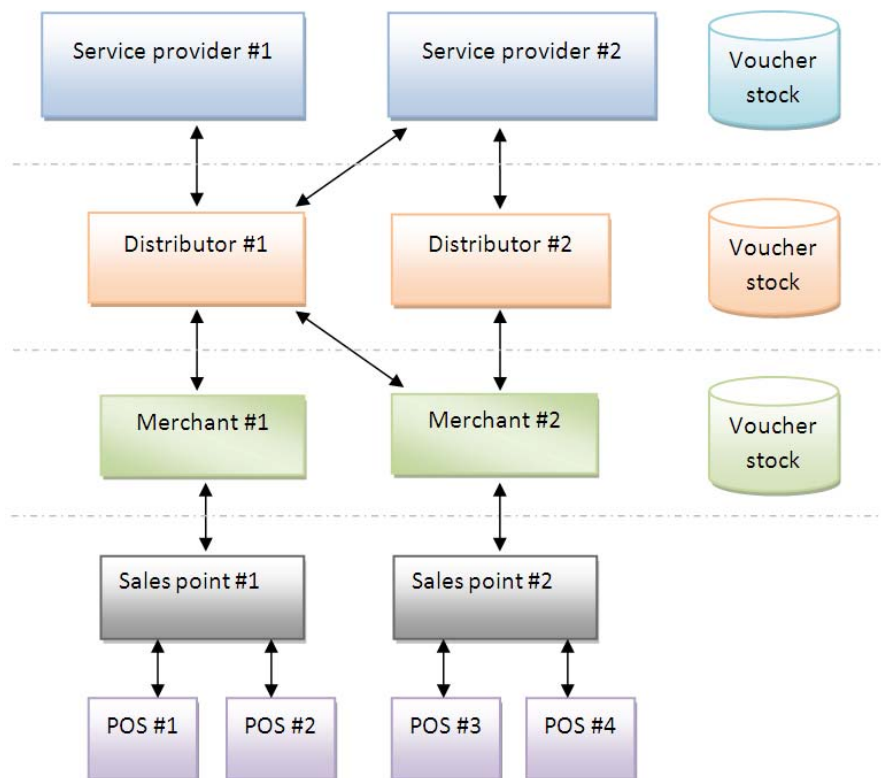


Illustration 1: multi-level digital services distribution network

The Service provider can have his voucher stock where he can store active and inactive vouchers. Vouchers can be transferred from the service provider's voucher stock to the distributor voucher stock and back. After that the distributor can transfer his vouchers to his sub-distributors or he can share his voucher stock to his sub-distributors. It is also possible to combine different distribution methods, for example distributor can share his voucher stock to his sub-distributor with a credit limit and he can send a part of his voucher stock to another sub-distributor's stock. The distribution method is not permanent; one may change the distribution method. For example, the distributor can send a part of his voucher stock to the sub-distributor and later the distributor can share his voucher stock with that sub-distributor.

Each level on the distribution channel can be restricted by a credit limit. The service provider can limit the distributor with a certain credit limit amount and set a warning threshold for that credit limit. In the same way the distributor can limit the merchant with a limit and a threshold. On the lowest level, the merchant can limit the POS with a limit and a threshold. When thresholds are reached the system sends a notification through email.

## Platform Architecture

DSDS will accept transaction requests from EFT POS or other delivery devices, process the request through security and business logic checks, pull a digital voucher from a secure database, and send the voucher to the device, for a delivery to the customer.

In a more advanced scenario, DSDS will contact the service provider in real-time and perform additional steps (i.e. activate airtime, or grant a service access) prior to a delivery of the service to the customer via a delivery device.

Due to service oriented architecture of the DSDS, various business and technical scenarios are possible in order to satisfy special client's needs.

Solution is delivered in a high-availability configuration, which is scalable and robust, supporting the defined Service Level Agreement. All services are delivered from own certified data centers.

## Standards & Protocols supported

Interaction with EFT POS devices is made using the industry standard communication protocols:

- SPDH or ISO 8583 with extensions for digital services delivery
- XML.

To integrate it with remote systems the additional adapters are available:

- |                |          |
|----------------|----------|
| ▪ Web Services | ▪ XML    |
| ▪ SMTP         | ▪ S/FTP. |

Using the aforementioned adapter it is possible to implement any kind of connection to the service provider's internal systems and to implement direct and indirect top-up use scenarios, with fixed and variable service denominations.

## Reporting & Billing

Comprehensive reporting is possible due to the storage of all transaction information, down to the merchant employee detail, in a transaction log.

Daily, weekly and monthly reports, as well as ad-hoc reports, provide all the support for business decision making and billing purposes.

Reports are created in PDF, Excel, CVS, and HTML, flat-file or other formats.

## Security

Communication with delivery devices is secured with multiple security mechanisms. SSL is used for a secure over-the-air communication, and the message authentication is checked by the server. Additional checks like working hours, credit limits and employee login are used to secure the system.

## Summary

- multi-level digital services distribution system
  - handles distributors, merchants, delivery devices, reporting all from the same solution
  - handles of multiple delivery devices (EFT POS, ATM, mobile device etc.)
  - complete electronic stock inventory implementation with support for direct voucher activation by service provider and extensive warehouse management solution
  - complete control over the whole distribution channel
  - secure upgrade path for future services because of the technology involved.
- 

To learn more about TRILIX Digital Services Delivery Solution or other SPAN solutions,  
[contact us](#) today.

We look forward to hearing from you!

