

Company Overview

Hoberg & Vestrheim provide telephony and broadband billing-systems to companies that demand convergent, holistic, and cost-effective solutions.

Background

Hoberg & Vestrheim was founded in 1996 in response to a customer commission to develop a billing platform that could bill any kind of electronic service. The brief was to exploit new technologies; handle complex billing arrangements; handle sophisticated products; offer flexibility in pricing and cross-discounting; and offer end-to-end management of the billing process. From that starting point, 17 years of evolutionary development whilst working with a number of clients has produced the polished and reliable billing platform Telefakt.

The ethos of the company is to utilise a small but highly qualified and highly experienced team operating in a uniquely tight and dependent relationship with the client – one where the goals of the client become the de facto goals of Hoberg & Vestrheim.

Hoberg & Vestrheim are three partners, five associates, and a fixed pool of primary and secondary contract developers. Through this four-tiered approach, we can combine corporate continuity with an ability to comfortably handle transient and sustained demand in a manner whose cost-effectiveness is second-to-none.

Clients

Over the last seven years our billing platform TeleFakt and our unique corporate approach has been chosen by:

Unisource	Global One
Telia Sweden	Enitel
Telia Norway	ITDrift
Telia Denmark	BaneTele
INO	

Our clients demonstrate the flexibility and scalability of Telefakt: they have billed the gamut of telecom and datacom services from telephone and broadband, through content and hosting, to consulting and equipment sale; they have billed a range of customers from low-margin domestic consumers to high-value corporations; they have issued regular monthly invoices from €3 to €300,000; and have had Telefakt-invoiced annual revenues of over €100 Million.

Our approach

Separate consultant and integration-teams are replaced with a direct involvement of our core designers with the client and their business needs. This direct multidisciplinary involvement is the key to our unique I³ Development Approach:

Informal Clumsy traditional specification is replaced with negotiated dynamic statements of target business processes and business benefits. They guide the ongoing informal interaction between individuals from Hoberg & Vestrheim and the client. These documents are under constant review and therefore can reflect the rapidly changing business priorities within the client organisation.

Involved Key individuals at Hoberg & Vestrheim who are actually doing the integration and development work are in regular contact not only with the management, but also with the target users of the systems. This ensures clear communication, shared direction, and accurate information.

Incremental There are no 'big bang' releases. Functionality is rolled out incrementally in line with client requirements. This ensures that the system is both a perfect match at the smallest granularity, and that the match begins much earlier in the deployment cycle.

This approach reduces costs, reduces uncertainty, and thus reduces risks both in the process of deploying the billing system, and in the ongoing process of effective billing.

Our focus

In keeping with our size and ethos, our focus is firmly placed on the telecom/datacom market. This focus enables us to concentrate on providing convergent and holistic billing for our telephony, broadband, and ISP clients – i.e. all our efforts are applied to the end-to-end billing management of all the products and services present in that market. In addition, it enables us to do so in a manner that is tailored and appropriate to rapidly evolving client business models. Telecom/datacom will continue to be our sole focus.



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