

ISP Subscriber & Billing Management System

Admyon Systems

Building Smarter Business Solutions

Dashboard



USERS MANAGEMENT SYSTEM

Logout

Welcome, User

Refresh

Users Hub

Recoveries

Balances

Complaints

Reports

All Settings

Expiries (Next 7 Days)

PPOE Username	CNIC	Phone	Days	Actions
danyaal38r	36502127409177	3213134156464	-15	
sattar115	36592/8272525/2	302452000000	-15	
alifaraz115	36502/4558487/9	92300109611	-15	
harisabid12	360524649464548	312845464648	-15	
sadikhan108	36502454645464	3021549765454	-15	
98shahzaib	3650219620099	3700823896	-15	
rasheed108	6650246949494	38246464554	-15	
danishmalik14	36508/1716161/6	302455000000	-15	
umairqasam118	36502/4199751/9	923404000000	-15	
sheraz114	36502451884646	34281848484	-15	
kami118	3650251545425	3454973119	-15	
sharafatbhati117	3650228439045	3138908875	-15	
malikasifriaz118	36502/3862541/1	923463000000	-15	
amjid114	3650266425271	3017671201	-15	

Complaints (Not Solved)

Name	ComplaintDes	Status
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Project Overview

The ISP Subscriber & Billing Management System is a comprehensive desktop application tailored for Internet Service Providers and telecommunication franchises. It serves as a centralized operational hub to manage thousands of subscriber profiles, recurring network billing, payment recoveries, and customer complaints, while offering strict administrative control over network dealers and regional areas.

Business Problem

Managing hundreds of active internet subscribers across different networks and packages is a logistical challenge. Franchises relying on manual methods or fragmented spreadsheets struggle to monitor upcoming account expirations and dealer performances. This lack of centralized data leads to missed payment recoveries, delayed complaint resolutions, inaccurate financial reporting, and ultimately, revenue leakage and poor customer satisfaction.

Our Solution

Admyon Systems engineered a unified, role-based desktop solution that automates the entire subscriber lifecycle. The system provides real-time visibility into expiring accounts, pending recoveries, and unresolved complaints through an intuitive dashboard. By integrating billing summaries with localized dealer management, the software ensures zero revenue leakage and streamlined operational oversight for the business owners.

Key Features

- Interactive Executive Dashboard
- Comprehensive Subscriber Hub
- Automated Payment Recoveries & Tracking
- Complaint Ticketing & Resolution System
- Financial Ledger & Account Balances
- Multi-Network Usage Analytics
- Role-Based Administration & Dealer Management

Technologies Used

Technology	Used
Microsoft Access	
VBA (Visual Basic for Applications)	
SQL	

System Modules

- Secure Login Portal
- Main Dashboard
- Users Hub
- Recoveries Hub
- Account Balances
- Manage Complaints
- Reports & Analytics
- Settings & Administration

Screenshots

Secure Access Portal



A secure, branded login interface ensuring only authorized personnel can access sensitive subscriber and financial data.

Executive Dashboard

Dashboard



WIMAX

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harisabid12	360524649464548	312845464648	-15	
sadikhan108	36502454645464	3021549765454	-15	
98shahzaib	3650219620099	3700823896	-15	
rasheed108	6650246949494	38246464554	-15	
danishmalik14	36508/1716161/6	302455000000	-15	
umairqasam118	36502/4199751/9	923404000000	-15	
sheraz114	36502451884646	34281848484	-15	
kam118	3650251545425	3454973119	-15	
sharafatbhatsi117	3650228439045	3138908875	-15	
malikatifriaz118	36502/3862541/1	923463000000	-15	
amjid114	3650266425271	3017671201	-15	

Complaints (Not Solved)

Name	ComplaintDes	Status
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A quick-glance command center featuring real-time alerts for upcoming account expiries (Next 7 Days) and pending complaints, allowing staff to prioritize daily critical tasks.

Users Hub

Manage Users

Users Hub

Refresh

X Close

Search by Full Name, Username, CNIC, Phone, Dealer or Status

Search

Clear

Import Users

+ Add New User

Full Name	PPOE UserName	CNIC	Phone	Instal... Amount	Dealer	User Status	Actions
Shahzad	109shahzad	36502/5066070/7	920365000000	Rs 6,500.00	Shahzad	Active	 
Shahmalon	109shamaon	36502/5319001/1	923085000000	Rs 6,500.00	Shahzad	Active	 
Zulkalif	109zulkalif	36502/4473932/3	923463000000	Rs 6,500.00	Shahzad	Active	 
Aamir hassain	110aamir	36502/9575717/5	/410313	Rs 6,500.00	Shahzad	Active	 
110abdullah	110abdullah	36502/7688776/5	302452000000	Rs 6,500.00	Shahzad	Active	 
Abubakar bilal	110abubakar	36502/2175879/5	923089000000	Rs 6,500.00	Shahzad	Active	 
Abuhuraira	110abuhuraira	36502441933259	3003698410	Rs 6,669.00	Shahzad	Active	 
Muhammad Ahsan	110ahsan	36502/5326257/1	923026000000	Rs 6,500.00	Shahzad	Active	 
Akash	110akash	3650296756073	3094651605	Rs 6,512.00	Shahzad	Active	 
Ali Raza	110alliraza	36502/4552677/7	923257000000	Rs 6,500.00	Shahzad	Active	 
Allah yar	110allahyar	36502/1115172/7	923007000000	Rs 6,500.00	Shahzad	Active	 
Amir	110amir	36502/8373596/5	923046000000	Rs 6,500.00	Shahzad	Active	 
Anees chand	110anees	36502/0673242/3	923012000000	Rs 6,500.00	Shahzad	Active	 
Arshad Nabi	110arshadnabi	3510356970879	3014483856	Rs 6,616.00	Shahzad	Active	 
Asif	110asifali	36502300000000	923034000000	Rs 6,500.00	Shahzad	Active	 
Atif	110atif	36502/6908090/5	923261000000	Rs 6,500.00	Shahzad	Active	 
Atta Ullah Sajid	110attaulah	36502/1364835/9	923061000000	Rs 6,500.00	Shahzad	Active	 
Azhar Latif	110azharlatif	36502/3356581/1	923027000000	Rs 6,500.00	Shahzad	Active	 
bilal	110bilal	3650230310985	3078095600	Rs 6,519.00	Shahzad	Active	 
Gulzar Ahmad	110gulzar	36502/0488712/5	923004000000	Rs 6,500.00	Shahzad	Active	 
Imran	110imran	3650228838855	3016931098	Rs 6,507.00	Shahzad	Active	 
Inam Ullah	110inamullah	36502/7290765/3	923028000000	Rs 6,500.00	Shahzad	Active	
Javeed malik	110javeedmalik	37405/9915869/9	923069000000	Rs 6,500.00	Shahzad	Active	
Kaneez bibi	110kaneez	31104/2912201/6	923007000000	Rs 6,500.00	Shahzad	Active	
Muhammad adnan	110madnan	36502/7402520/8	923054000000	Rs 6,500.00	Shahzad	Active	
110mushad	110mushad	36502/8063614/7	30403703	Rs 6,500.00	Shahzad	Active	
Total Users:		965					

A robust subscriber management screen equipped with advanced search filters, allowing operators to instantly locate customers and view package, dealer, and installation details.

Recoveries Hub

Manage Recoveries

Recoveries Hub

Refresh

X Close

Search by Username, CNIC, Phone, Payment Date or Status

Search

Clear

☐ Next 3 Days

Recoveries History

Generate Recoveries

PRDE Username	CNIC	Phone	Network	Package Mbs	Expiring Date	Payment Date	Amount Received	Recover By	Status	Actions
tameer126	3650256851481	923065341306	Prime Network	16Mbps/Prime/Deal	01-Aug-26		Rs. 0.00		Pending	
zeeshan126	365021328953	3016528126	Prime Network	16Mbps/Prime/Deal	01-Aug-26		Rs. 0.00		Pending	
115abbas	36502464949454	3424649494961	Prime Network	Prime/7Mbps/15B	01-Aug-26		Rs. 0.00		Pending	
javed108	3650296504227	30246649484	Prime Network	Prime/7Mbps/15B	01-Aug-26		Rs. 0.00		Pending	
tarigmal118g	365026943498891	34264516461851	Prime Network	7Mbps/Prime/Deal	01-Aug-26		Rs. 0.00		Pending	
abdulhameed118	3650230082837	3121670018	Prime Network	7Mbps/Prime/Deal	01-Aug-26		Rs. 0.00		Pending	
shahzad212	365026495493018	365615161918	Prime Network	7Mbps/Prime/Deal	01-Aug-26		Rs. 0.00		Pending	
malikamir118	3650258551603	3418221118	Prime Network	11Mbps/Prime/Deal	01-Aug-26		Rs. 0.00		Pending	
Zulqarnain15	6650246649484	302464697848	Prime Network	11Mbps/Prime/Deal	01-Aug-26		Rs. 0.00		Pending	
zain113	365021978611	358491822	Prime Network	7Mbps/Prime/Deal	01-Aug-26		Rs. 0.00		Pending	
shahzad17	3650299981887	923163917909	Prime Network	7Mbps/Prime/Deal	02-Aug-26		Rs. 0.00		Pending	
mujhid108	365027948484	34546845454	Prime Network	7Mbps/Prime/Deal	02-Aug-26		Rs. 0.00		Pending	
office114	3.65024645848484E+15	34549545454884	Prime Network	7Mbps/Prime/Deal	02-Aug-26		Rs. 0.00		Pending	
hajimain114	3650211893971	3002800126	Prime Network	11Mbps/Prime/Deal	02-Aug-26		Rs. 0.00		Pending	
waqar114	3650238373525	3000737324	Prime Network	16Mbps/Prime/Deal	02-Aug-26		Rs. 0.00		Pending	
sofiabakery014	3650267155157	933270872113	Prime Network	7Mbps/Prime/Deal	02-Aug-26		Rs. 0.00		Pending	
shahbaz114	36503464646	34246494818	Prime Network	Prime/7Mbps/15B	02-Aug-26		Rs. 0.00		Pending	
ameer126	3.65025151515181E+15	365654961811	Prime Network	7Mbps/Prime/Deal	02-Aug-26		Rs. 0.00		Pending	
cafeystore114	365024515518154	306548848458	Prime Network	7Mbps/Prime/Deal	02-Aug-26		Rs. 0.00		Pending	
iqra114	36502464654848	321667578875	Prime Network	11Mbps/Prime/Deal	02-Aug-26		Rs. 0.00		Pending	
target1	36502488888	3025875695	Prime Network	30Mbps/Prime/Deal	02-Aug-26		Rs. 0.00		Pending	
thair114	3.65024518180181E+15	325488481818	Prime Network	11Mbps/Prime/Deal	02-Aug-26		Rs. 0.00		Pending	
latif108	3650246189181	312918151	Prime Network	11Mbps/Prime/Deal	03-Aug-26		Rs. 0.00		Pending	
110blal	3650230310985	3078095600	Prime Network	11Mbps/Prime/Deal	03-Aug-26		Rs. 0.00		Pending	
110wasikhani	3110273611375	3104847151	Prime Network	11Mbps/Prime/Deal	03-Aug-26		Rs. 0.00		Pending	
younas114	365024545455	36464645866	Prime Network	11Mbps/Prime/Deal	03-Aug-26		Rs. 0.00		Pending	
aliwaqas108	365024667994	302464645454	Prime Network	7Mbps/Prime/Deal	03-Aug-26		Rs. 0.00		Pending	
alihuqaim112	36502464994	32161918181	Prime Network	7Mbps/Prime/Deal	03-Aug-26		Rs. 0.00		Pending	
usman118	36502790909665	303883383929	Prime Network	Prime/7Mbps/15B	03-Aug-26		Rs. 0.00		Pending	
Total Recoveries:		964								

A dedicated financial module that tracks pending and received payments across different network packages, streamlining the monthly billing cycle.

Reports & Analytics

Reports Menu

Reports & Analytics

Start Date

8/1/2020

End Date

8/3/2026

* Applies to SitRep & Caseload

Wifi Bills Summary

All Wifi Paid Bills Summary within selected date range also with Profit .

Overall Summary

Summary of all activities. Total pending, paid, network usage etc.

Close

Wifi Bills Summary

Period: 8/1/2020 to 8/3/2026

PPOE Username	Network	Package Mbs	Payment Date	Amount Received	Status	Profit
tanveer126	Prime Network	16Mbps/Prime/Deal	21-Jul-26	Rs 2,500.00	Paid	Rs 0.00

Total Recovery: Rs 2,500.00

Total Profit: Rs 0.00

Summary Report

Period: 8/1/2020 to 8/3/2026

Total Users: 1962

Total Recovery: Rs 2,500.00

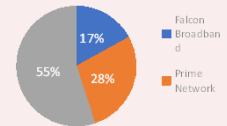
Total Profit: Rs 0.00

Total Pending: 1961

Total Pairs: 1

Paid %: 0%

Network Usage:



PPOE Username	Network	Package Mbs	Payment Date	Amount Received	Status	Profit
112athar	zong turbo	Gold 8 Mbps		Rs 0.00	Pending	Rs 0.00
muqbool118	zong turbo	Gold 8 Mbps		Rs 0.00	Pending	Rs 0.00
imrandarzi113	zong turbo	Gold 10 Mbps		Rs 0.00	Pending	Rs 0.00
110gulzar	zong turbo	Gold 8 Mbps		Rs 0.00	Pending	Rs 0.00
tazir118	zong turbo	Gold 8 Mbps		Rs 0.00	Pending	Rs 0.00
mustansar130	zong turbo	Gold 8 Mbps		Rs 0.00	Pending	Rs 0.00
munawar109	zong turbo	Gold 8 Mbps		Rs 0.00	Pending	Rs 0.00
laqat118	zong turbo	Gold 8 Mbps		Rs 0.00	Pending	Rs 0.00
ghafaar118	zong turbo	Gold 8 Mbps		Rs 0.00	Pending	Rs 0.00
arslan113	zong turbo	Gold 8 Mbps		Rs 0.00	Pending	Rs 0.00
usmantariq118	zong turbo	Gold 6 Mbps		Rs 0.00	Pending	Rs 0.00
roufrazak117	zong turbo	Gold 8 Mbps		Rs 0.00	Pending	Rs 0.00
shafqatshah130	zong turbo	Gold 10 Mbps		Rs 0.00	Pending	Rs 0.00
irfan109d	zong turbo	Gold 4 Mbps		Rs 0.00	Pending	Rs 0.00
haseeb114	zong turbo	Gold 8 Mbps		Rs 0.00	Pending	Rs 0.00
zahaid124	zong turbo	Gold 8 Mbps		Rs 0.00	Pending	Rs 0.00
amirgulshar112	zong turbo	Gold 8 Mbps		Rs 0.00	Pending	Rs 0.00
nazeer108	zong turbo	Gold 8 Mbps		Rs 0.00	Pending	Rs 0.00
farhanzafar118	zong turbo	Gold 8 Mbps		Rs 0.00	Pending	Rs 0.00
iftakhar118	zong turbo	Gold 8 Mbps		Rs 0.00	Pending	Rs 0.00
riazashraf118	zong turbo	Gold 8 Mbps		Rs 0.00	Pending	Rs 0.00
alashraf118	zong turbo	Gold 8 Mbps		Rs 0.00	Pending	Rs 0.00
ansarjaveed109	zong turbo	Gold 6 Mbps		Rs 0.00	Pending	Rs 0.00
shahzadahmad115	zong turbo	Gold 8 Mbps		Rs 0.00	Pending	Rs 0.00

Detailed analytical views providing visual breakdowns (pie charts) of network usage, total recoveries, and overall business performance over selected date ranges.

System Administration

Settings

 **Settings & Administration**

Refresh

Close

Manage Users

+ Add New

User ID	Full Name	Username	Password	Role	Active
1	Adnan Mohsin	user1	user1	Admin	
2	Mr Shahzad	user2	user2	Admin	
3		user3	Pass0003!	User	
4		user4	Pass0004!	Admin	
5		user5	Pass0005!	User	
6		user6	Pass0006!	Admin	
7		user7	Pass0007!	User	

Manage Areas

+ Add New

Area ID	Area Name	Area Description
1	114/9L Jandiyan	Arifwala Road Sahiwal
2	115/9L	114/9L Jandiyan
3	125/9L	Near Kameer
(New)		

Manage Dealers

+ Add New

Dealer ID	Name	CNIC	Phone	Company	Email	Area
1	Adnan Mohsin					114/9L Jandiyan
2	Shahzad					114/9L Jandiyan
(New)						

Manage Complaint Handlers

+ Add New

ID	Name	CNIC	Phone	Company	Email	Area
1	Adnan Mohsin					114/9L Jandiyan
2	Mr Shahzad					114/9L Jandiyan
(New)						

A centralized control panel to securely manage user access roles, geographical areas, and dealer networks.

Business Benefits

- ✓ Eliminated revenue leakage through automated recovery tracking
- ✓ Accelerated customer support with a built-in complaint ticketing system
- ✓ Streamlined data access across thousands of subscriber records
- ✓ Enhanced executive decision-making via real-time financial reporting
- ✓ Secured business data through role-based access controls

Project Highlights

- Desktop Client Application
- Custom Reporting Engine
- Network & Package Segmentation
- Visual Data Analytics
- Multi-tier Data Grids

Future Enhancements

Future versions of this system may include:

- Automated SMS/Email reminders for upcoming bill payments
- API Integration with PPPoE Servers (e.g., MikroTik) for auto-disconnections
- Mobile application interface for field technicians to update complaints on the go
- Payment gateway integration for direct online subscriber payments

Project Summary

This ISP Subscriber & Billing Management System demonstrates Admyon Systems' capability to build highly structured, data-heavy applications that solve real-world operational bottlenecks. It successfully transforms complex network billing and customer service workflows into a streamlined, automated, and error-free digital environment.