

## SERVICES UMBRELLA

### BUSINESS PROCESS MANAGEMENT

BPM strategy and jumpstart, BPM analysis, BPM implementation and BPM optimization

### Custom Application Development

Solution and Platform development, Legacy transformation and migration, Enterprise Application Integration (EAI)

### Microsoft Services

Enterprise portals (Sharepoint Server), Migration Service

### ERP Implementation- Infor Bann

Financial Management, Asset management, CRM, SCM, Open SOA

### Telecom Solutions

Billing Solutions, Self Care Portal, Revenue Fraud Management Solutions, Online Billing and CRM Solutions, BI Solutions.

## Telecom Billing

### Expertise

- Strategy & Solution Architecture
- Billing System Integration
- Implementation and Support
- Process Automation
- Convergent Rating & Billing
- Retail Billing (Pre-paid & Postpaid)
- IP Billing
- Inter-carrier and Wholesale Billing
- Unified Billing & EBPP
- Auto Top-up
- Real-time billing



## Revenue Assurance & Fraud Management Telecom

### How We Helped?

COMM-IT's Revenue Assurance Solution for telecommunications addresses your total revenue value chain. After analyzing your business operations, our telecom consultants team can design a solution tailored to your company's unique revenue needs. You may be able to recoup lost revenue and maximize profit through:

- More effective revenue controls.
- Lower operating expense.
- Accurate financial reporting and forecasting.

### Revenue Assurance & Fraud Management Solutions

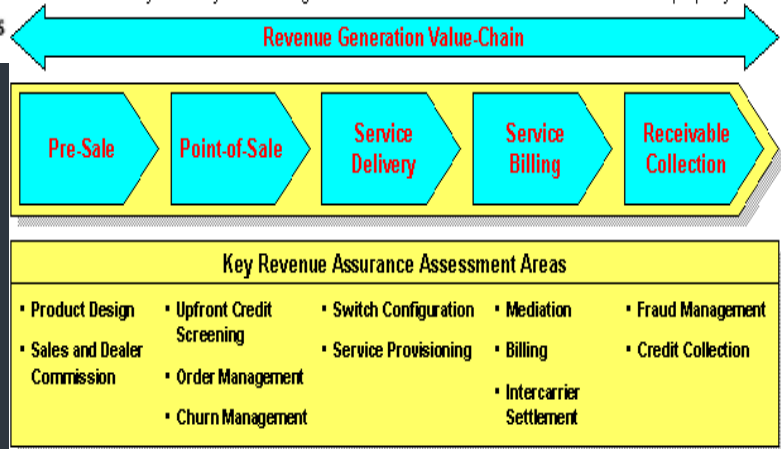
Telecom Operators offers varied kind of Premium Rates Services (PRS) under Revenue Sharing mode with Partner which includes Chat lines, Horoscope, Filmy Chat, Telephonic Quizzes, Career Counseling, Railway Enquiry(139) and etc. All these services are offered under revenue sharing agreement basis where in the revenue generated is split between the telecom operator and the service provider with whom the telecom operator signs an agreement. The telecom operator (MTNL and BSNL) on its part has to collect the revenue from the customer making PRS calls. Hence it becomes incumbent upon MTNL and BSNL that the callers making PRS call should pay their bills. COMM-IT's solution for revenue settlement and revenue fraud management ensures that billing and invoicing is done on realized revenue and also detect any kind of revenue leakage frauds with PRS operators. The brief functionality of the solution is as under:

- PRS CDR Management (IN and PSTN Exchange).
- PRS Call Processing and Reconciliation.
- Tracking and Monitoring Heavy PRS Calls to detect Revenue Frauds.
- Telecom Operators Billing Server Integration.
- PRS Service Providers Management.
- Revenue Settlement.
- PRS calls bills download management
- Financial Reporting to Analysis Profitability.
- Accounting System



**Diagram 1: High risk areas which have a major impact on revenue leakage**

Revenue may leak anywhere along the end-to-end revenue streams if not monitored properly.



**How we Execute?**

Typically, the revenue assurance team takes on complex analysis involving huge volumes of usage records, billing configuration and reference data from multiple sources and systems. While most of the potential sources of revenue leakage are internally-induced, i.e. caused by weaknesses in policies, processes or systems of key areas, the biggest threat to telecom operators is fraud by external syndicates, working in cahoots with employees.

Given this scenario, we believe there are several critical success factors that must be in place to ensure the team's effectiveness.

- First, for obvious reasons, the team has to be dedicated and multi-disciplined with a relevant cross-functional skills set. The job calls for detailed technical expertise on key operational support systems and network elements, and sound operational knowledge. These skills are well beyond what traditional auditors have to offer.
- Second, in view of the wide scope, it is essential to prioritize and start with key high-risk areas first. By setting realistic and achievable targets, the team's early successes will work to garner stronger support as they move on to expand the revenue assurance initiatives.

**Key Wins**

Our holistic approach to revenue assurance can help you identify both short- and long-term revenue opportunities to:

- Resolve credit issues faster.
- Reduce billing errors and delays.
- Improve quote-to-cash operating costs.
- Increase operational efficiency.

Your business can benefit through revenue generated by:

- Reducing your asset base by outsourcing services and resources.
- Decreasing subscriber turnover by improving customer satisfaction.
- Consolidating business systems software and support systems to reduce errors and streamline billing operations.

**Financial Wins:**

- Improve revenue tracking and control.
- Reduce quote-to-cash operating costs.
- Maximize asset utilization.
- Decrease billing cycles.
- Eliminate unnecessary credits.
- Shorten collection cycles.
- Settle financial disputes faster.