Revenue Assurance in the telecommunication industry

know it

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Agenda

• Objective of the Revenue Assurance
• Overview of the Processed & Functionalities
• Revenue Assurance Reporting (Know IT RA concept)
• Going beyond revenue assurance reporting
Know IT

- 300 employees
- Business in 12 cities
- Founded 1990
- Noted on the Swedish stock exchange
Know IT SAS Software Solutions

- Subsidiary of Know IT with 100% focus on SAS®Software!
- Worked with SAS since 1989, partner with SAS Institute since 1996

- System development
- Architecture
- Statistical analysis
- Education
Objective of Revenue Assurance

Ensure that every call is billed at an accurate price!
Objective of Revenue Assurance

- Control the billing flow process
- Detect errors and inconsistencies
- Correct errors and inconsistencies
- Provide analytics on
  - Billing Process
  - Error & Correction Handling
  - Revenue Generation
Revenue Assurance Process

- Billing process
- Identify possible errors
- Decide measure point
- Measure and monitor (Reports)
- Take care of systematic errors
- Correction tools (automatic and manual)
Billing process and errors

- CDR late arrival
- Interconnect
- Rated calls not matching with customer information
- Number assistance charging
Billing process

Switch

Mediation platform

Pricing

Traffic storage

Retail customer

Wholesale customer

Discount

Tariff plan

Customer DB

Bill
Measure errors in Billing Flow
- Rated traffic removed from billing process after 90 days
Measure errors in Billing Flow
- Customer not completed correctly
Revenue Assurance Process

Error correction

- Automatic batch routines
- Corrected is send back to the billing system
- Still incorrect is displayed and corrected manual
Error correction
- Selection interface for error correction
Error correction
- List of error with interface for keeping track of corrections
Revenue Assurance Reporting
- Amount of leakage

### Totalt belopp och antal ledningar / månad

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**Kommentar:**
Vad som helst.
Going beyond revenue assurance reporting

- Cash Management
- Accrued revenue
- Alarm lists
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Architecture overview

Access/Extract

Transform/Load

Reporting/Analyze

INTEGRATION LAYER

CDRs
 Billing Systems
 Customer DB

Data Warehouse

Intranet Server

Desktop

Administrator/Developer

Ad-Hoc
Reports/Non Standard
Reports (e.g. via e-mail)
Använd denna sida som mall för de sidor som ska ingå i själva presentationen

Access/Extract

- Comptel
- Geneva
- Intec

Extract/Transform/Load Process

- Measure Billing Flow
- Analyse Rejected CDR
- Correct CDR
- Re-submit corrected CDR for billing

Revenue Assurance Data Mart

Revenue Reporting & Analysis