



A streamlined billing process assures revenue for integrated operator in APAC

Over the last decade or so, operators have been generally surprised to find that hard-won revenues may not be realised in full, due to technical problems, process failures or criminal behaviour. Investment in technology and development of new managerial processes can protect revenues and optimise profits.

Challenge

An established operator could not respond satisfactorily to billing complaints due to being unable to reconcile raw data and processed information.

This tactical problem grew into a strategic realisation that revenue was seriously at risk.

Solution

An experienced consultant performed detailed audits of data collection and processing functions and pinpointed a major problem with one of the systems, which was soon fixed by the vendor.

In addition, a comprehensive managerial framework of revenue assurance was designed with high level process and ownership defined to give future protection against revenue leakage in general.

Benefit

Customer service improved after the issue was resolved, and the accuracy of revenue collection was greatly improved.

The operator gained insight into the extent to which the organisation was exposed to a lack of revenue assurance and gained a blueprint to provide business ownership of revenue assurance.

Offices worldwide

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