

A man with dark hair and glasses, wearing a blue and white checkered shirt, is standing in a server room. He is looking down at a laptop computer he is holding. In his right hand, he holds a small, clear fiber optic connector. The server racks are filled with green cables, many of which have yellow labels. The background is a dark server room with orange walls.

**Billing & revenue  
management for  
global telecom  
operators**

In today's digital era, the role of billing and revenue management is increasingly becoming complicated with rising number of subscribers. Research says that the telecom billing and revenue management market is expected to grow from USD 10.8 Bn in 2019 to 18.0 Bn in 2024 at a CAGR 10.8% during this period. When it comes to creating value to the customers or increasing customer loyalty, billing and revenue management plays a pivotal role. Communication service providers (CSPs) are looking for ways to identify revenue leakage and detect frauds to deliver high quality of services to the customers.

Wipro's Customer Management Services drive transformation across Fulfilment, Service Assurance and Revenue Management functions for telecom clients.

Wipro's Billing & Revenue Management practice uses robotics for "touchless billing" and leverages a proprietary platform for Customer Journey as a Service for outsourced

**Rationalizing cost structure by focusing on value instead of cost, driving RA framework at center of business decision and by working with product which are niche & high on margins**

processes like promotions, billing, collections and CRM, along with the systems and applications on Cloud and an ops team on the ground.

### Key capabilities

Our service offerings span across end-to-end value chain aligned to the eTOM framework.

Our key capabilities for Billing & Revenue Management include:

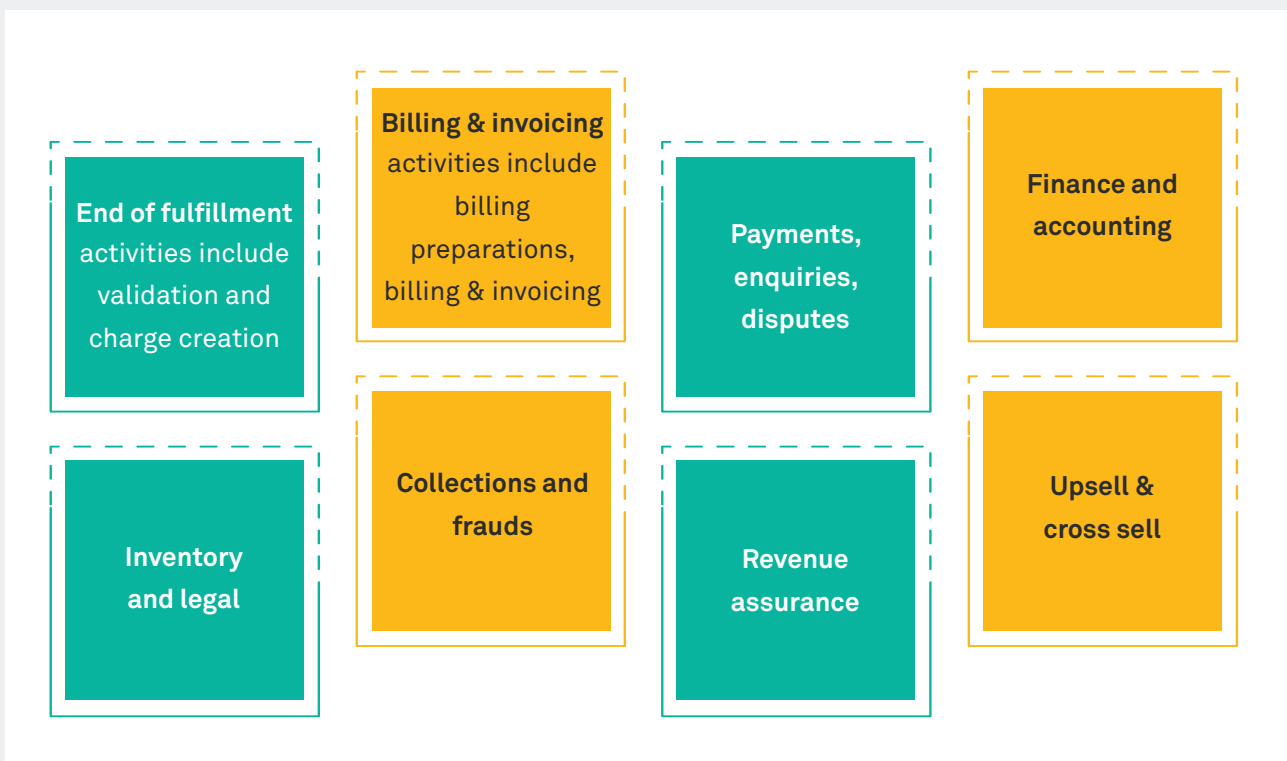


Figure 1: Key capabilities for Billing & Revenue Management

## Key benefits

- GBP 1 Bn of commissions processed every year
- 30-15% reduction in cycle time by removing non value-add activities
- 20-25% improvement in customer retention
- 30,000 B2B invoices worth 125 Mn Euros generated and delivered every month
- Reduction by 15-20% in unallocated invoices. About 50 Mn suspense minutes put on customers' bills prevented revenue loss of around GBP 9,000,000
- Reduction in goodwill credit through credit optimization by 10-15%

## Features

- Product landscape for enterprise customer
- Broadband, mobile, voice, business phone system, computing & applications, IT & data center services, networking, business phone system, phone line & broadband packages, phone line & fiber packages



## Success story

### Client

Leading UK based telecom service provider


### Challenge

The client's compensation process was highly error-prone. Customers connected with the technical helpdesk to resolve their issues and demanded compensation and received payment even before the customer helpdesk representative could fix their issues. This erroneous compensation method resulted in more than 38% invalid spend on adjustments and waivers. The client wanted to remove such faulty procedures and make its compensation process more efficient and flawless.

### Solution

The client's compensation process was re-engineered after a workflow analysis to streamline invalid compensations and curb the cost associated with it.

- Created a web application in the client server to centralize the compensation process; thereby reducing time taken to resolve issue, follow standardized approach and create easy to accesses repository
- Outlier management was implemented to help identify the people who raised more compensation claims. Outlier management enabled us to focus on such customers with better control and tracking of their improvement
- Refresher training on the compensation process was carried out and weekly traction of the same was maintained
- An efficient validation process was implemented wherein all spend had to be validated by a supervisor



**Wipro re-engineered clients' compensation process thereby making annualized savings of USD 1.28 Mn**

### Business impact

Successful deployment of solutions helped the client streamline its compensation process and avoid invalid costs associated with it. The holistic and robust scrutiny and approval process helped establish an effective approach to error-proofing and cost-cutting. This resulted in:

- 71% reduction in invalid compensation claims
- USD 1.28 Mn of direct annualized savings



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