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 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:
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

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

Wipro re-engineered clients’ compensation process thereby making annualized savings of USD 1.28 Mn
Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading global information technology, consulting and business process services company. We harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics and emerging technologies to help our clients adapt to the digital world and make them successful. A company recognized globally for its comprehensive portfolio of services, strong commitment to sustainability and good corporate citizenship, we have over 175,000 dedicated employees serving clients across six continents. Together, we discover ideas and connect the dots to build a better and a bold new future.

For more information, please write to us at info@wipro.com