



# REVENUE ASSURANCE

Revenue Assurance is today the most efficient way to maximize revenue and capitalize on every opportunity to detect, rectify and prevent leakage.



## Revenue Assurance

A CDR-based end-to-end Revenue Assurance solution has been developed for fixed and wireless operators. It provides a set of tools and functions designed to address every facet of the Revenue Assurance challenge. Our highly skilled people can also assists operators in measuring and detecting lost revenues and determining how they can be recovered. Furthermore, it will ensure revenue integrity going forward, and provide suitable and accurate tools for the Revenue Assurance organization.

### Revenue Assurance Solution

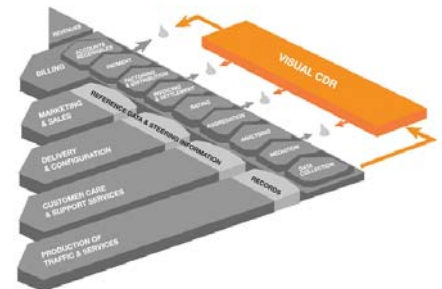
Gives the Revenue Assurance function the means to measure and correct in order to ensure continuous revenue integrity

#### Find and Measure

- Where are you losing it?
- How are you losing it?
- How much are you losing it?
- Why are you losing it?

#### Correct & Ensure

- How can leakage be stopped?
- How much can be captured?



Revenue Assurance solutions have been developed for both fixed and wireless telecom operators around the world. Since it was launched, the product and services have been developed further to include voice, data, SMS, IP services and Pre-paid. These areas all share a similar set of Revenue Assurance issues and the need for a tool to capture and prevent leakage through reconciliation of all traffic and relevant independent of billing, fraud and mediation systems.

# REVENUE ASSURANCE

## Value Proposition

### Find and Measure REACTIVE

#### Organizational Improvements

Educate and shape your team to establish a Revenue Assurance conscious organization

#### Automation

Introduce advanced systems to process key data in high volumes and produce reports on critical issues

### Correct & Ensure PROACTIVE

#### Process Improvements

Use the new data and skills obtained to enhance your business and increase your profits

## Business Solution Visual CDR

Visual CDR is a package of tools and services for maximizing revenues by identifying leakages. This end-to-end Revenue Assurance solution incorporates leakage detection, fraud management and revenue collection. It provides functionality that can handle the full complexity of a modern telecommunications operator.

### Business Solution

- Visual CDR –end-to-end reconciliation
- Billing integrity
- Mediation Integrity
- Network Assurance
- Interconnect Reconciliation
- Roaming Integrity
- Fraud Management
- Managed Services
- Business Process Development
- Revenue Assurance
- Organization setup
- Revenue Assurance Training
- Quality Assurance

## What is Leakage?

Leakage is revenue that the accounting function and management reports are unaware of. It is caused by fraud, unauthorized traffic, infrastructure and billing system configuration errors, organizational gaps and flaws in processes and procedure. It is the accumulation of thousands of potential leakage points in technically and administratively complex networks occurring in all cross points within and between network elements, within and between all revenue-generating processes and between network elements, processes and information-carrying support systems. It is also a direct result of a lack of structured communication, based on continued and updated knowledge, across the organization. Leakage is not defined as fraud alone, nor is defined as billing verification. Leakage spans the entire process, from the customer signing the subscription form at the retail counter, all the way through the stage where calls are being made and credit is being decremented in the pre-paid account, i.e.:

- New product development
- Customer acquisition
- Order taking and entry
- Provisioning/Fulfillment
- Service usage
- Transaction recording
- Rating or Pricing
- Billing
- Customer care
- Collection
- Fraud management
- Vendor reconciliation

Simply put, end-to-end Revenue Assurance covering the entire process. Every single deletion, addition or alternation to the network, such as registering a new subscriber, changing a tariff, connecting a new trunk route, introducing a new service, etc. is potentially a leakage point.



### SINGAPORE

Consistel (Singapore) Pte. Ltd.  
Main +65 6396 7000 Fax +65 6396 0002

### THAILAND

Consistel (Thailand) Ltd.  
Main +662 937 0388 Fax +662 937 0389

### MALAYSIA

Consistel (Malaysia) Sdn. Bhd.  
Main +60 3 2162 6889 Fax +60 3 2162 4889

### INDONESIA

PT. Consistel Indonesia  
Main +62 21 574 9132 Fax +62 21 572 2295

### INDIA

Consistel Solutions (India) Private Limited  
Main +91 120 395 6620 Fax +91 120 251 7473

### HONG KONG

Consistel (Hong Kong) Limited  
Main +852 2588 3553 Fax +852 2588 3499

### PHILIPPINES

Consistel (Philippines), Inc.  
Main +632 910 6193 Fax +632 910 6194

### MIDDLE EAST

Consistel (Middle East) FZ-LLC  
Main +971 4 367 0330 Fax +971 4390 8618