


A UNIQUE ONE  
OF A KIND  
SOLUTION



**Contain  
Revenue  
Leakage**

**Automated  
pre-bill auditing solution**

**UniServe™**

# Automated pre-bill auditing solution



An automated pre-bill audit system that arrests revenue leakage and increases customer satisfaction through accurate bills thereby increasing telecom operator's brand value.

## Possible revenue leakage sources



Manual auditing of bills



Small sample size for audit due to 48-hr time constraint



Configuration issues in bill plan



Process related issues in timely connection/disconnection of VAS/discounts

## Impacted stakeholders



TSP

- Revenue leakage
- Stringent regulatory penalties
- Bad press
- Bill-run delays



Subscriber

- Dissatisfied customers
- Customer churn

# Key functionalities

## Audit sample selection

- Sample selection based on:
  - Almost all the components of a bill plan
  - Various customer and contract status
- Random selection supports both percentages based on no. of contracts for a bill-cycle
- Report on total no. of contracts selected along with contract IDs

## QA for Bill Audit

- Web based audit of PDF layout using a pre-defined workflow
- Support for multi-level audit by different users
- Alerts & Notifications on the status of each node of the workflow

## Bill run assurance

- Automates the validation of all the bill entities
  - Validations of all discount types across subscribers and across multiple accounts
  - Validation of recurring and non-recurring charges covering more than 130+ scenarios
- Supports multi-validation:
  - Bill vs. UniServe™ Assure (audit)
  - Bill & UniServe™ Assure (audit) vs. Rate plan.
- Generation of audit reports either in CSV format or on web
- Separate audit logs for entities with errors for quick issue resolution

## Reports Manager

- Web based reports designer
- GUI based query builder to configure database queries
- Customizable role based Dashboard
- Supports multiple graph types – Bar, Line, Pie chart
- Trend analysis on the audit data

## Configuration assurance

### 1. Plan configurator

- Native Plan Configurator engine supports creation of all the rate plan components
- Supports individual and bulk rate plan creation
- Acts as independent rate plan source for bill audit

### 2. Workflow based assurance:

- Facilitates smoother pre-bill audits:
  - Provision to validate production plans/components as soon as launched, to ensure error-free
  - Multi-level validations by different users
  - Reports on validation status and audit trail

### 3. Automated audit of configurations:

- Automates the validation of plan configurations available in different sources
- Supports web based audit reports or in a CSV format
- Easier change management through configurable rules engine

At one of our implementations, UniServe™ Assure identified revenue leakage to the tune of **0.04%** month-on-month in a span of **5 months**, among a sample of **500,000** subscribers, caused by incorrect applying of discounts

In a separate instance, UniServe™ Assure detected **2000 +** cases of excess discount within a span of **5 months**



Campaigning

The telecom operator ran a campaign to identify errors in their bills to increase their brand image



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