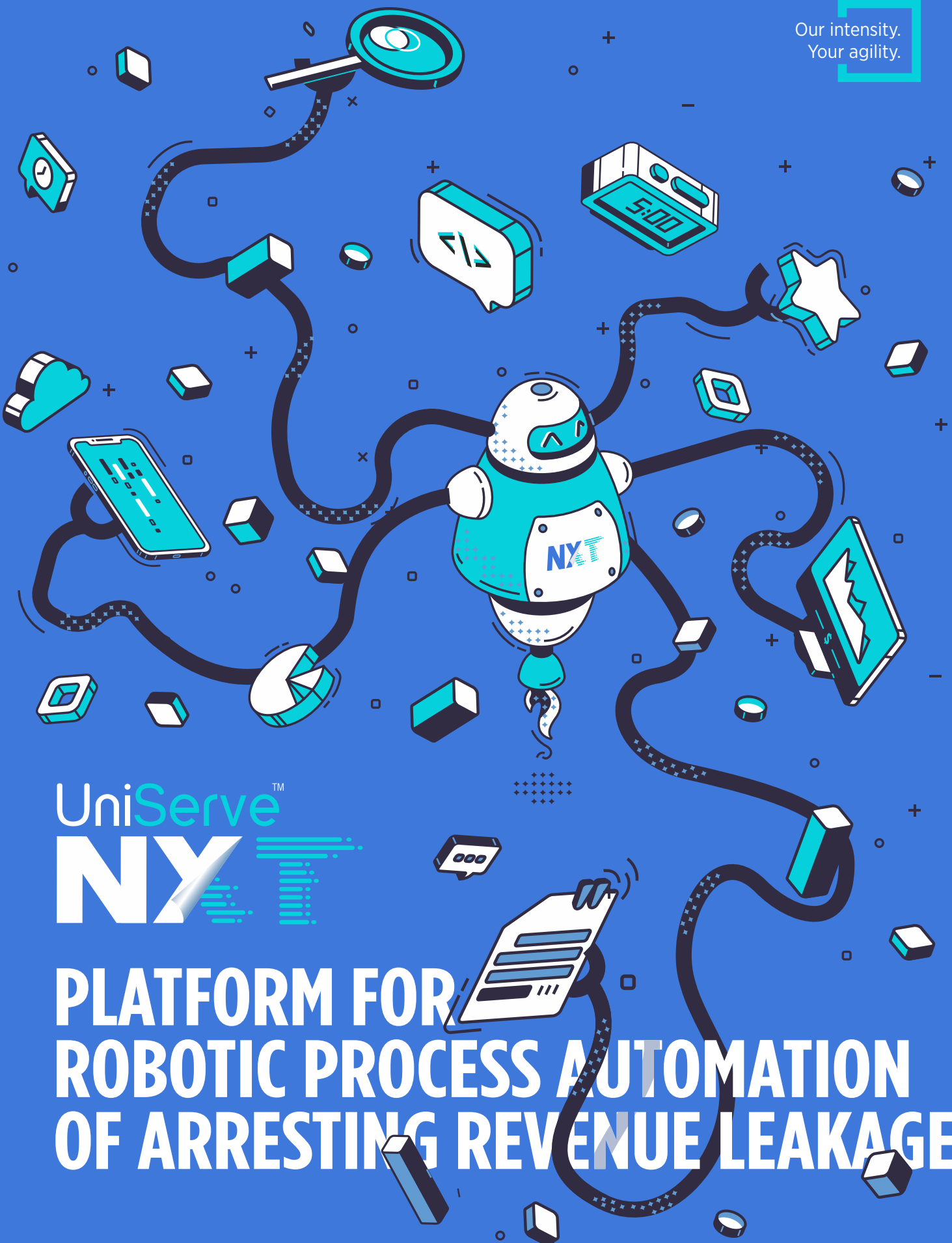



Intensity.
Your agility.

The logo for UniServe NY. It features the word "UniServe" in a white sans-serif font, with a small "TM" trademark symbol to its upper right. Below "UniServe" is the text "NY" in a large, bold, white sans-serif font. A stylized graphic of horizontal white lines of varying lengths is positioned to the right of the "NY" text.

PLATFORM FOR ROBOTIC PROCESS AUTOMATION OF ARRESTING REVENUE LEAKAGE



www.in10stech.com



A UNIQUE ONE-OF-A-KIND SOLUTION

Telecom Service Providers today face many challenges like growing digital adoption of consumers, stiff competition, stringent regulatory mandates and high operational expense of business processes. They are now identifying themselves as Digital Service Providers. Digital platform, UniServe™ NXT helps enterprises navigate these challenges successfully.

Unique, one of its kind solution built on the platform UniServe™ NXT helps enterprises to arrest revenue leakage by automating financial reconciliation process. With this solution, enterprises can improve revenue, enhance customer experience, confirm to regulatory requirements with lower cost and personalize offerings to customers.

Challenges

On one hand, the revenue from Voice and Text has decreased while on the other, the demand for data services increased multi-fold for less money. Service providers have multiple packages, plans, discounts, promotions, types of customers and so on. With the increase in products and services the complexity too increases resulting in revenue leakage that can go neglected.



What is causing revenue leakage today?

- Existence of plethora of plans and discounts
- Manual auditing of bills
- Small sample size for audit due to 48-hr time constraint
- Configuration issues in bill plans
- Process related issues in timely- connection / disconnection of VAS / discounts
- Dependency on domain experts, being both expensive & time-consuming



How is the business getting impacted?

- Revenue leakage is adversely impacting bottom line
- Stringent regulatory penalties adding to expenses
- Customer churn due to bad press
- Delayed bill cycles resulting in increased DSO



The big impact- Dwindling customer experience

- Low comprehension of the bill and delays lead to customer churn
- Customer support expense goes up exponentially
- Inconsistent multi-channel experience as process and technology operate in silos
- Manual auditing of bills resulting in inaccuracies

Telecom Service providers need a Financial reconciliation solution that arrests revenue leakage and increases customer satisfaction through accurate bills, thereby increasing telecom operator's brand value.



THE WAY FORWARD FOR TSP's

To minimize the risk, TSP's need to introduce a quality check to ensure invoices generated are accurate. In spite of having an audit process in place there is still scope for the errors and customer complaints. One of the main reasons being limited audit sampling size and the time taken for it.

The best way forward is to have a robust mechanism in place that can work with a large sample size. But hiring more resources will only increase costs.

Instead, introducing UniServe™ Assure solution automates the entire invoice audit process. Validating invoices generated is to introduce check points at multiple places in the life cycle from when the customer uses the service to a charge showing up on the invoice. UniServe™ Assure does replicate what the billing application does which is re-rating, aggregation and grouping. The application covers pieces which most times is a manual audit process. The application be configured to validate data feeds from multiple sources with that of 'True Source'. The True source implies to another data feed, a computed data field or a combination of the two.





ACHIEVE BILL ACCURACY WITH UniServe™ NX ASSURE

Let's look at billing discrepancy situations and how the UniServe™ Assure identifies these errors:

When the customer was promised that the bill will be adjusted but was charged the full price. In this case, based on customer ID the solution extracts information relating to credit information

UniServe™ Assure applies business rules to validate the information and generates reports which eliminates the scope to miss the credit adjustment that the customer expects.

When your customer is guaranteed that at the time of termination of subscription they won't be charged any additional fees but are charged.

Here, based on customer ID the solution extracts information relating to early termination fee, the month, year of the bill is extracted and the Contract start date

UniServe™ Assure applies business rules to identify if the early termination fee has to be charged. Based on the validation, reports are generated and distributed

When your customer is charged with Data overage charges even after paying for the additional data package.

Here, based on data consumed, data limit linked to plan, additional pack details or any other data usage charges are extracted and computed. UniServe™ Assure computes the total data usage in the current month, applies relevant business rules to validate if the charges have been correctly levied and generates a report.

Telecom Service Providers are now identifying themselves as Digital Service Providers. With the increase in products and services the complexity too increases. Customer Experience, Customer retention and telecom regulations make it highly critical for accurate invoices to be sent to customers.

With the addition of new services like Video on demand (VOD), streaming music, partnering with other digital service providers, use of multiple applications by customers and many more are now offered by TSP's.

The number of smartphone users is expected to grow from 468 Mn in 2017 to 859 Mn smartphones in 2022. This means data consumption will be on the rise, and the scope for billing discrepancies and customer complaints will further increase.

When your customer requests for Video on demand (VOD) services, billing discrepancies arise when there is a difference in the number of VOD downloaded per month vs number of VOD billed per month.

UniServe™ Assure extracts information relating to number of VOD downloaded per month and number of VOD actually billed per month, applies relevant business rules to validate and confirms if the charges need to be levied and generates a report.

When you have an agreement with other Digital Partners (Cloud Service Providers) there can be concerns regarding the profit sharing margin agreed.

UniServe™ Assure extracts information relating to total price charged vs the actual agreed price in the contract, applies relevant business rules to validate if the charges have been correctly levied and generates a report.

In situations where a customer chats in Whatsapp (zero-rated app) then clicks on a link in Whatsapp to access a video in YouTube (chargeable app) it's difficult to identify where the data charge needs to be levied.

UniServe™ Assure extracts information relating to data consumed to stream videos only, Whatsapp consumption is disregarded, applies relevant business rules to validate if the charges have been correctly levied and generates a report.

How to validate the information that comes in PDF / HTML (non-machine readable format)?

The data adapters of the application will consume the PDFs and convert the file into a machine readable format (e.g. csv, xmls) and perform the validation.

Is there a way to check the information scattered among different systems for auditing?

UniServe™ Assure has in-built look-up functionality for auditing the information which is scattered among different systems



KEY FUNCTIONALITIES OF UniServe™ NX ASSURE

Audit sample selection

Sample selection is based on all components of the bill plan, customer and contract status. Its random selection supports percentages based on no. of contracts for a bill-cycle and generates reports on total no. of contracts selected along with contract IDs.

Bill Audit run

It automates the validation of all the bill entities, supports multi validation, generates audit reports in CSV or on web and separates audit logs for entities with errors for quick issue resolution.

Workflow manager

It facilitates smoother pre-bill audits for multi-level validations by different users and reports on validation status and audit trail.

Plan configurator

It supports the creation of all the rate plan components, individual and bulk rate plan creation and acts as an independent rate plan source for bill auditing.

Reports Manager

It's a web based report designed with GUI capability as a query builder to configure database queries, create customizable role based Dashboards, support multiple graph types – Bar, Line, Pie chart and depict trend analysis on the audit data

Validation systems

Feature of connecting the systems in the environment and perform arithmetic operations for validations, based on which the relevant reports are generated.

IMPLEMENTATION OF UniServe™ NXT ASSURE

on our award winning platform, UniServe™ NXT leads to





POTENTIAL SAVINGS AND ROI WITH UniServe™ NX ASSURE

Savings of \$ 560,000 and
Drop in contact center volumes

Savings of \$ 800,000 and reduced
operational expenses and manual effort

Savings of \$ 504,800 and reduced
customer churn by 5 %

Savings of \$ 150,000 with Arrest
in revenue leakage



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To know more about our solutions, visit www.in10stech.com,
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