

## Case Study

### UniServe™ | Pre-bill audit solution

# Largest privately held wireless carrier in the USA implements automated pre-bill audit system to improve customer satisfaction

The company is the largest privately held wireless carrier in the USA. It is a leading broadband, cloud and wireless communications firm with the fastest internet access speeds, the nation's best streaming pay-TV service and nearly 1 million wireless subscribers. The company was also amongst first to launch the Gigabit-speed Fiber-to-the Home initiatives in the USA.



#### Challenges

- Sampling size for auditing was extremely low – 0.5%
- High dependency on manual auditing of bills which lead to longer timelines
- Delays in invoice generation due to manual auditing
- Dissatisfied customers resulting in higher contact centre volumes and associated costs
- Highly regulated and stringent environment with severe penalties
- Limited parameters/entities included for validation

#### Factors that influenced automating the manual audit process

- The desire to contain customer discontent from billing errors
- Need to audit a larger sample size of bills across all lines of business and bill plans
- Need to identify over / under-billing issues to avoid revenue leakage
- Need for stringent compliance to regulatory guidelines on billing accuracy
- Improving receivables by eliminating disputes on bills
- Non-availability of the system to identify issues in bill plans implemented in the production system
- Unavailability of reports on bill plans with errors
- Improving turn-around time for issue resolution through reports

Template based  
configurable rules engine  
to validate bill-entities  
covering monetary and  
non-monetary entities  
across the bill

Reduced bill audit  
turnaround time by 99%

## Solution

Intense Technologies implemented a pre-built audit system for the service provider to automate the pre-bill audit process and verify or validate bills against plans, value added services, discounts and other such entities.

- Facilitates smoother pre-bill audits
- Provision to validate active voice/data plans as soon as they are launched
- Reports on validation status and audit trail

### Bill Run Assurance

- Template based configurable rules engine to validate bill-entities covering monetary and non-monetary entities across the bill
- Configurable look-up engine for multiple data sources
- Support for virtual template – Single template catering to multiple lines of business with identical functional behaviour but different data sources
- Template driven configurable GUI for output structure definition and generation in CSV or indexing to database
- Vertical & horizontal scalability

### 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

### 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

## Benefits

- Increased sampling size from 0.5% to 13%
- Minimized dependency on skilled workforce, since the process is automated
- Reduced bill audit turnaround time by 99%
- Improved customer satisfaction & loyalty
- 0.6% revenue deviation identified (\$460K)
- Helped contain over / under billing issues. Generated revenue deviation report for underbilling / over billing, trend report depicting revenue & error count/month & cycle and geographical report
- Analysis on deviation types directed the business to resolve over two dozen billing issues
- Contact centre volumes reduced from 20% to 10% monthly, especially for calls related to discounts/promotions



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