



In10s

Tech Mahindra
BUSINESS PROCESS SERVICES

Transformed Pre - Bill Auditing Solution (Consumer)

Did you know that more than 70% of telecom consumers have experienced some kind of billing issue? Despite being one of the most prominent reasons for a customer's churn, little has been done over the years to curb billing discrepancies. Tech Mahindra brings to you an automated Pre-Bill Auditing System increases customer satisfaction through accurate bills and increases telecom operator's brand value.

Billing Challenges faced by Telecom



Revenue Leakage



System Discrepancies



Non-Compliance



Increased Costs

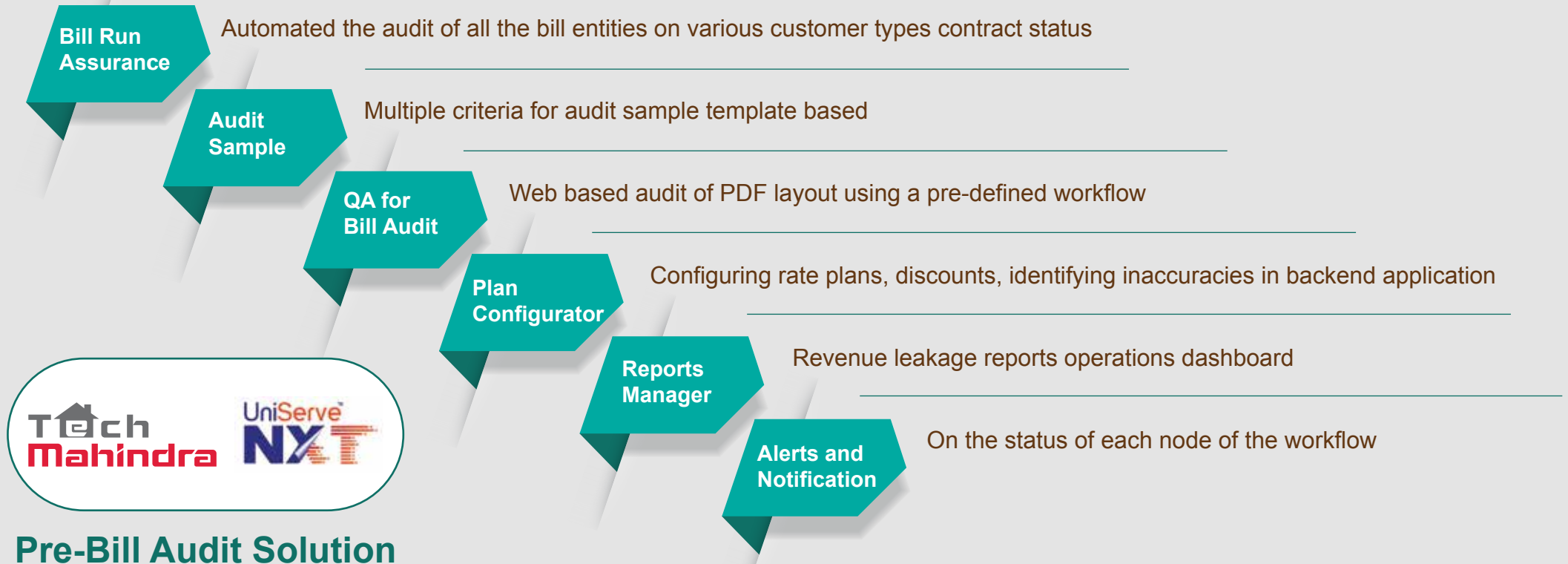


Customer Churn

Accelerated Transformed Pre Bill Audit solution

In order to overcome the challenges, there is need to introduce a quality check to ensure invoices generated are accurate. Our 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.



How TechM BPS & In10S Solution will work?

Our Partner driven platform UniServe™ NXT for Pre-bill Auditing Solution 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.

This Digital solution automates the entire invoice audit process helping enterprises improve revenue, enhance customer experience, confirm to regulatory requirements with lower cost and personalize offerings to customers.

TechM BPS

- Increased bill sample audit
- Handle bill exceptions and queries
- Support activities and areas for automation in bill audit cycle
- Validate business case with client
- Manage and support solution deployment

Joint Support at:

- UAT stage
- Solution Implementation
- Demonstrate platform value proposition

In10S

- Technical Solution Design & feasibility check
- Solution Licensing & Support
- Solution Development
- On Demand Support Post Implementation

Business Benefits we Can Deliver



Complete Automation



Adherence to Regulations



Metering Accuracy



Faster Turnaround Times



Reduced Churn

Success Story

The Client

Leading Indian telecom with operations all over India serving over 10 million post-paid customers in more than 410,000 towns and villages across the country.

For more information, please write to us at BPSBTS@TechMahindra.com

Solution

We equipped the telecom company with a GUI-driven, configurable pre-bill audit system to automate the pre-bill audit process offering:

- Plan Configuration Assurance
- Bill Run Assurance

Challenges

- Inadequate sampling (only 0.57% of entire base was audited)
- 48-hr deadline for the RA team to complete the pre-bill audit
- Disconnects between teams leading to unwanted / unforeseen billing errors

Benefits

- Automated pre-bill audit considering 100% subscriber base that helped contain over / under-billing issues
- Improved customer satisfaction & loyalty
- Improved collections due to undisputed bills
- Helped avoiding penalties imposed by consumer forums