



## CASE STUDY - TELECOM

# Enhancing the Revenue Assurance Process

Valueonshore Advisors partnered with one of the world's largest telecom companies in their journey to transform the Customer Management, Billing, and Revenue Assurance divisions.

The Fortune 500 company provides its global customers with video, broadband and voice services.

### BUSINESS NEED

To identify revenue leakages as well as enhance the efficiency and effectiveness of billing and revenues related process. Resulting in higher client satisfaction index.



### BUSINESS CHALLENGE

The Client wanted to enhance the efficiency and effectiveness of the Billing and Revenue Assurance ('RA') Function.

The project also envisaged developing a central team to support the client's revenue management personnel across geographies on various billings related matters. Some of the challenges faced by the client included:

- Unbilled revenues due to inadequate scope of work ('SOW') tracking.
- Delays in the raising of customer invoices.
- Billing disputes with customers.
- Inconsistent tracking and analysis of revenue versus service delivery costs.
- Challenges in tracking manual billers globally.
- Inaccurate analysis of customer-wise profitability statements.



## OUR SOLUTION

### Our solution specifically covered the following:

- In-depth mapping of the client's customer management, billing and revenue assurance related processes.
- Detailed understanding of KPIs/ volumes/ timelines for the billing and revenue assurance process.
- Customer project wise margin analysis over the last 3 years.
- Established a matrix of SLAs and TATs clearly enunciating the role and responsibilities for Valueonshore Advisors and Client teams.
- Setting up a dedicated RA team based on the requirement analysis.
- Collaborated with the Client's functional and information management teams to develop data structures and reports on ERP systems.
- Detailed periodic analysis of service module wise cost of service delivery and overruns if any.
- Review of quote to cash process and remediation of gaps including defining billing trigger to Account Receivable collection.
- Baselining the report formats and generation of reports in all stages of A/R collection.
- Defining process for new customers for revenue assurance purpose.
- Developed a global pricing tool to ensure regular review and updates to country wise rates.
- Structured monthly reporting on various revenue assurance related parameters.



## BUSINESS IMPACT DELIVERED

The end-to-end approach taken by Valueonshore Advisors resulted in significant additional revenues and process improvements across the business.



### Financial impact

- Additional billings of **USD 13 million** over 2 years.
- Identified **opportunities for better price negotiation** based on detailed cost to deliver analysis.

### Operational Improvement

- Streamlined customer-wise SOWs tracking process.
- Signification **reduction in TAT for billing.**
- Considerable **improvement in collections process.**
- Enhanced **customer satisfaction.**



## ABOUT US



Headquartered in Gurgaon, Valueonshore Advisors is a specialized professional services firm managed by the Big 4 alumni and industry executives. Our portfolio includes multi-billion-dollar companies, mid-cap public, and pre-IPO companies that range from late stage to early stage. We are a trusted, preferred partner for various multinational and Indian clients who engage us for our functional expertise, industry knowledge, and for our objective solutions for complex problems.

If you need any further information on our Business Risk Services, please write to:

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