FORIS Revenue Assurance

Various recent industry studies consistently indicate that telcos are losing an astonishing average of 12 % of their revenues due to leakage. A combination of process, system and audit failures, data discrepancies and fraudulent behaviour result in revenue 'leaks' at various points in end-to-end billing processes, reducing income and undermining profitability. However, even if operators are aware of the problem, they face many challenges in identifying and closing down the leakage.

One reason for operators' inability to resolve leakage issues is that typically there are not just one or two major sources of leakage, but many smaller leaks across the end-to-end billing platform and processes. This makes it difficult for operators to see the full extent of the problem and even more difficult to identify and resolve the causes of leakages as they occur because of the large number of data sources and the volume of records involved.

Implementing an automated platform to proactively audit and monitor the operator's revenue streams make's this more manageable. Such a platform must be able to automatically perform audit checks and identify any discrepancies that are potentially caused by revenue leakage as they arise.
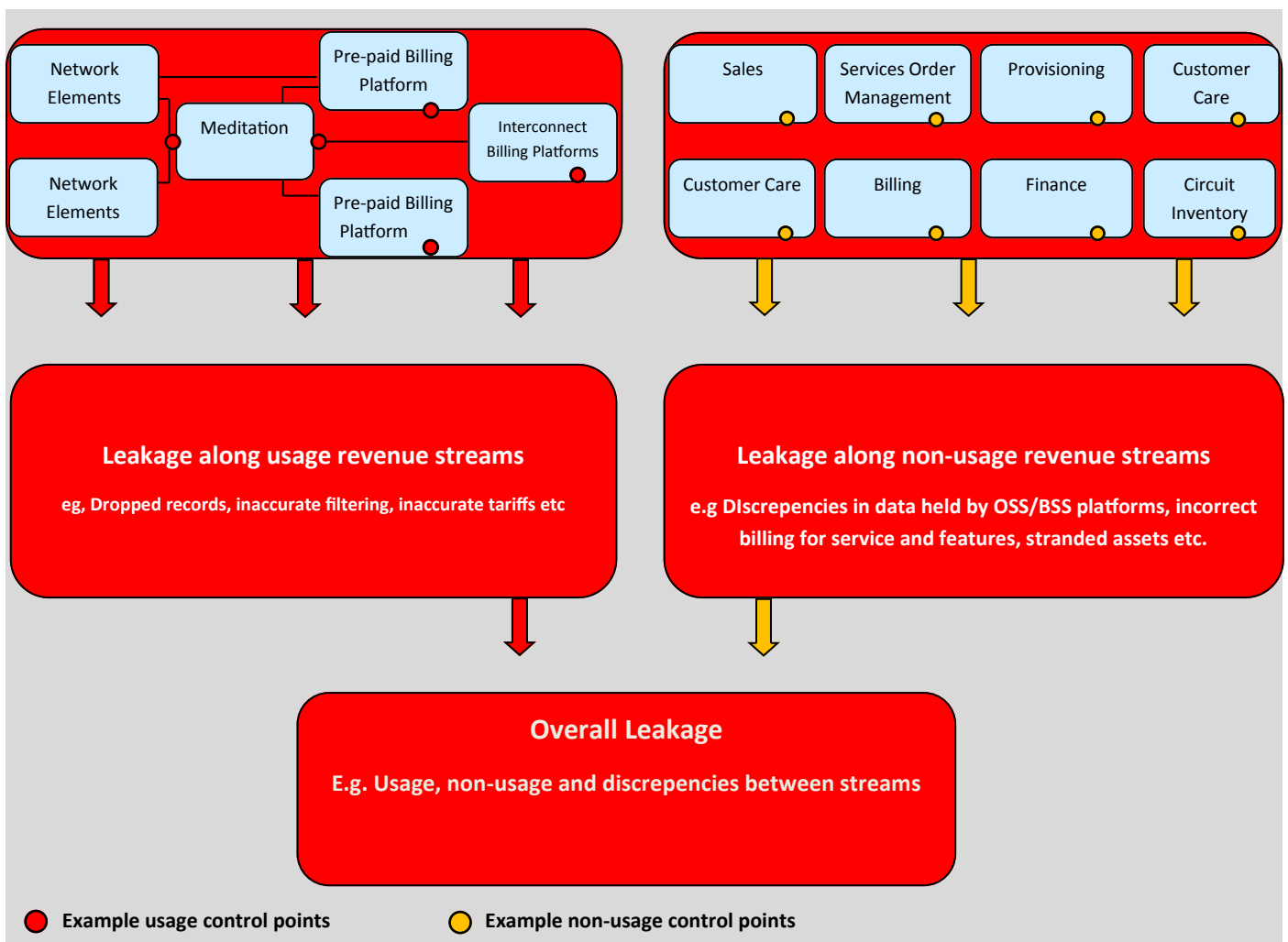
Once Discrepancies are identifies, the RA department will need to coordinate across the company to investigate and close down the leakages. Therefore it is essential that any system provides the RA department with the means to communicate and share information across the business and track progress of individual cases.

FORIS RA V5

FORIS RA V5 is the latest version of SITRONICS' Revenue Assurance platform which enables RA departments to identify and close down revenue leakage far more effectively and thus significantly improve profitability.

FORIS RA V5 provides multiple points of flexibility enabling easy integration and configuration of the application to suit the specific monitoring processes, audit checks and control of RA departments. The application is easily tailored to practically any type of business environment and can be continuously adapted as the providers' products, services and revenue streams evolve.

FORIS RA V5 provides an integrated environment to support RA department in all aspects of their work.
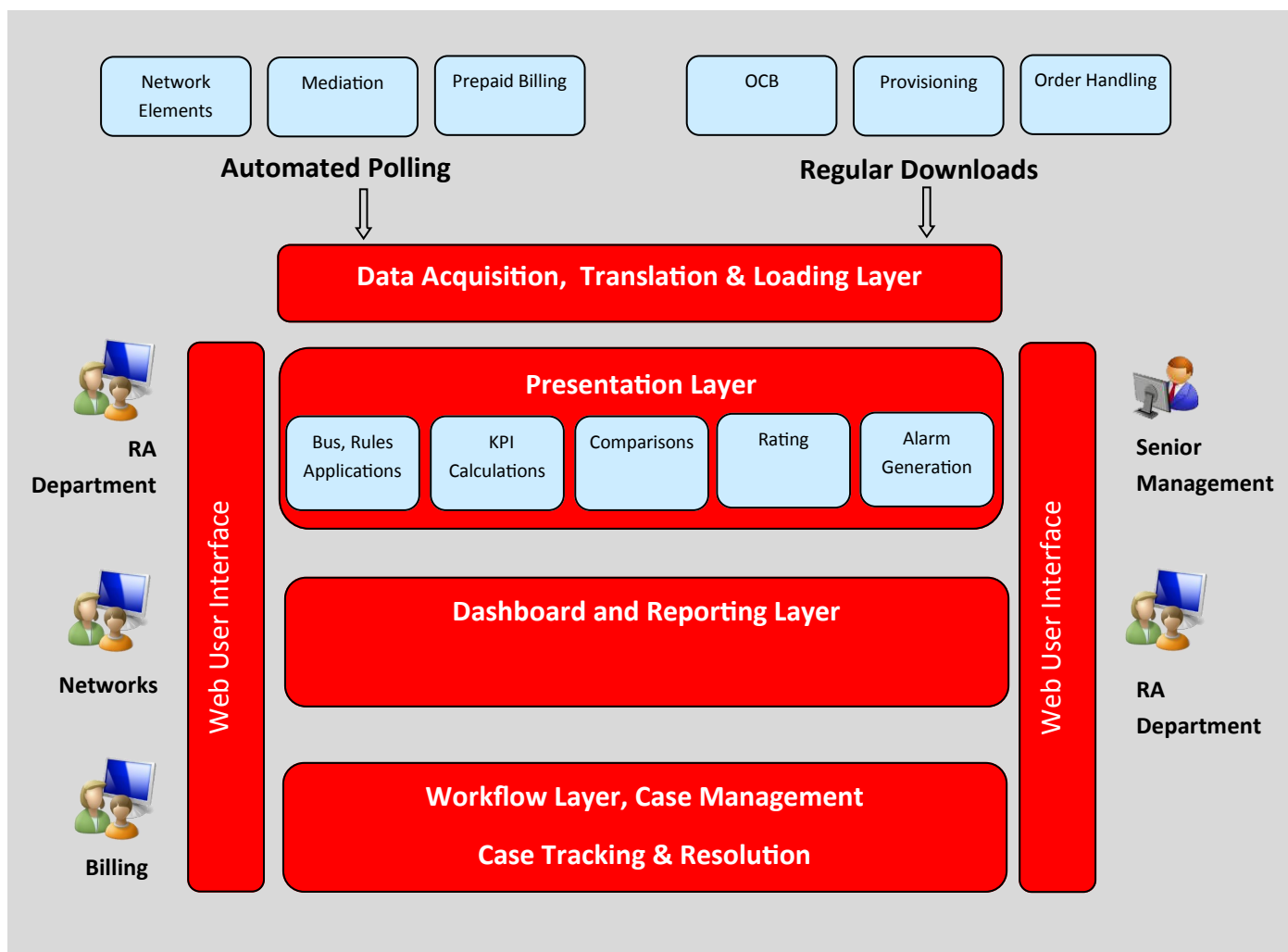

Various sources of possible revenue leakage

FORIS Revenue Assurance

- FORIS RA V4 automates the collet of data from the operators' OSS and BSS systems and is easily configurable to interface with multiple different OSS/BSS systems and data formats.
- FORIS RA V4 enables RA department to define KPIs and threshold and monitor business performance against them.
- Operators to define and automate the audit controls they want to perform and notifies relevant personnel when those controls are breached.
- Once potential leakage is identifies, the integrated Case Management tool within FORIS RA enables tracking of issues through to resolution.
- FORIS RA V4 provides RA professional with an advances reporting tool to help investigate problems and produce MIS information.
- With its highly and dynamic next generation dashboard facility, FORIS RA business performance information directly at the fingertips of senior management.

FORIS RA V5 Features

Key Features:

- Fully integrated solution
- Independent and non-intrusive, thus avoiding additional lead on network elements
- Allows unlimited number of control points to be defined and automates the collection of data
- Easily Configurable interface allows straightforward integration with Network Elements, Probes and differing OSS/BSS platforms and automated collection of multiple record and file types from these resources
- Supports pre and post-paid services, retail and wholesale business, usage and non-usage streams, voice and data
- Fully web-enabled
- Allows Users to define thresholds, business rules and KPIs directly
- Reports discrepancies via alarms and notifications
- Gives the RA department a configurable Case Management facility to track the progress of cases under investigation across the business through to resolution
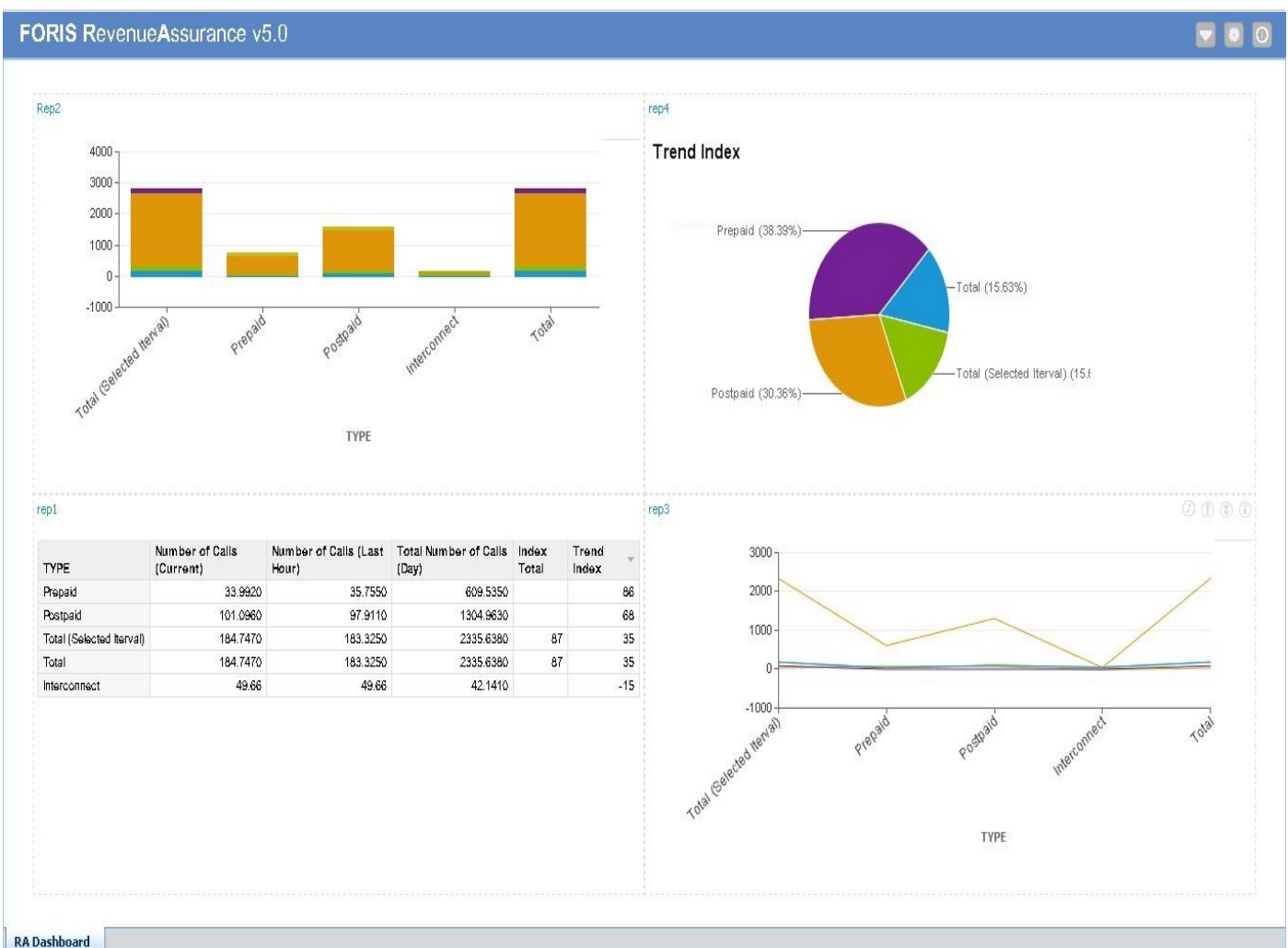- Provides advanced reporting and dynamic dashboard facility

Revenue Assurance Process

Benefits of FORIS RA

FORIS RA can help Operators identify and close leakage from both sage and non-usage revenue streams.

FORIS RA can identify the following problems that can cause leakage from usage streams:

- Even Records not being correctly produced by Network Elements
- Event Records being incorrectly transferred between systems
- Incorrect reference data
- Incorrect business implemented in operators' mediation devices e.g.
  - Incorrect filtering of xDRs
  - Misidentifying of traffic
  - Record duplication
  - Loss of records such as ultra-short duration calls which can facilitate fraudulent behaviour

- Incorrect network controls
- Pre-paid customers identified as post-paid on the network
- Roamers from companies the operator has no agreement with
- Rating issues
- Incorrect balance updates on IN

- Possible non-usage problems tend to be caused by discrepancies in information held by various systems. These include:

- Customers with records held in the billing system but not live on the network
- Customers live on the network but not being billed
- Service and features provisioned to customers for which they are not billed
- Staff lines still provide to ex-employees
- Customer identification as post-paid on the network, but are pre-paid in billing (i.e. service provided but not billed)
- Assets no longer user by customers but not returned to the inventory pool for reuse

Example of FORIS RA GIU

Technical platform

FORIS RA is fully web-enabled allowing easy deployment within operators' business process environments.

FORIS RA is highly scalable, uses standard technologies and can be deployed in both Windows and Unix environments running on either Oracle and SQL Server Databases.

Reporting and data retrieval employs OLAP standards to maximise efficiency.

Why SITRONICS TS?

FORIS RA has been developed at SITRONICS TS' Revenue Assurance Competence Centre in Prague, which also provides comprehensive support for the application. In developing the system, SITRONICS TS has leveraged both the

considerable experience of the company's RA Consultants and Professionals and long and unique experience in both the Telco OSS and BSS sectors

SITRONICS TS has a proven record for delivering high end solutions which enhance performance and profitability to some of the largest fixed and mobile operators in the world.

As a firmly established and highly successful developer and vendor of both OSS and BSS products, SITRONICS TS has invaluable know-how and insight into both elements of Telcos' businesses and the potential problems that lead to RA losses.