Revenue Assurance Expertise
Consulting, training and specialist tools for the telecoms industry

Every company must work to realise its revenues; taking them for granted will lead to unacceptable levels of leakage. Working to ensure that revenues are accurately measured, billed and collected with optimum efficiency and at minimum cost is the essence of Revenue Assurance; leveraging maximum benefit from current and future business activities.

A clear revenue assurance strategy and process are essential to effectively manage revenue loss and cost inflation; both accidental and deliberate events. Businesses also need to be shaped to realise profits, meeting the needs of customers, suppliers and business partners to stimulate growth.

FML's approach is to help clients understand the full range of business impacting risks and address them in the best possible way. Our process considers all revenue and profit affecting activities, including:

Event Record (xDR) integrity	Ensuring accurate records are generated and available for each and every chargeable event.
Billing integrity	Designing, monitoring and auditing event record streams to ensure that data is received, processed and delivered to dependent systems, to result in a complete and accurate bill being delivered.
Receivables integrity	Collecting revenue in a timely manner through clear end-to-end collections and accounting policies to reduce risk and improve efficiency.
System integrity	Ensuring that customer and billing data is consistently and accurately updated across all systems at provisioning and throughout the customer lifecycle.
Customer management	Effectively managing existing and potential customers to assure and secure current and future revenues whilst managing fraud and churn to acceptable levels.
Business and profit protection	Devising a complete approach to revenue assurance to ensure that the risk of fraud, security failure or business critical disaster is managed to acceptable levels.

Product assurance   Working to integrate revenue assurance controls into new and existing products to minimise leakage and maximise returns.

We work with clients, whatever their revenue assurance knowledge and maturity, to deliver results; from delivery of individual projects or initiatives, through to complete revenue assurance improvement programmes.

Consultancy

Our specialist consultants have unrivalled experience of assessing and evaluating revenue assurance risks, and of defining and implementing improvements and countermeasures. The objective is always to meet the specific needs of each individual customer, drawing on experience and industry best-practice to deliver a customised solution optimised for the client organisation.

Specialist tools and applications

Through our many years of consulting assignments, we have developed a range of revenue assurance tools and applications to support analysis, reconciliation and integrity validation. Every tool has been developed specifically around the real revenue assurance needs of communications operators. These tools are always available to our consultants on assignment, but can also be deployed on-site as part of a client's revenue assurance infrastructure.

Training and coaching

Ultimately every organisation needs to develop its own in-house revenue assurance capability. We work to transfer knowledge to every client throughout our assignments, but can also provide specific, targeted, support through formal training, or informal coaching.

Find out more

For more information about any of the following revenue assurance services, or support for any other revenue assurance initiative, please contact FML:

Tel: +44 (0)844 5044405

Email: info@fmlsolutions.com

Web: www.fmlsolutions.com