

# Avoiding negative financial customer experience by introducing a proactive bill quality confidence factor.

## Introduction

Billing systems play a critical role in maintaining the profitability of Telecommunications operators. They are becoming increasingly more complex and require high levels of integration across a range of application and technology stacks. These complexities increase the risk of inaccurate billing impacting the overall customer experience.

## Objective

telSA group was entrusted to design and implement a solution that will identify and allow for proactive resolution of billing issues. The goal was to provide a tool for the billing operation teams to measure the quality of each bill run before releasing it to their customer base.



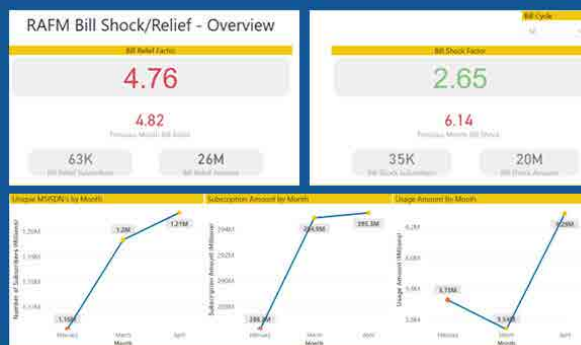
## Solution

telSA Group was able to use CSP's existing tools in order to eliminate the need for additional software and licensing costs. We chose the Microsoft suite of tools, specifically Microsoft Power BI products in combination with customers' own big data environment.

We introduced the concept of "Bill Shock" and "Bill Relief" factors, a metric that indicates the overall success of a bill run by measuring the number of subscribers affected by an unusual increase or decrease in their monthly subscription fees. With a simple glance at the scoring, the billing operations team is able to decide whether to confidently execute the production bill run or halt if there is an indication of billing problems. This process was further enhanced by introducing an add-on roaming bill shock indicator collecting data directly from TAP files daily, allowing billing team to proactively communicate with customers that are likely to experience roaming bill shock.

## Results

By working closely with Operators' Billing and Customer Experience teams we were able to deliver a solution that was adopted in the BAU Billing process, making it a key indicator of the success or failure of each bill run. The four-month engagement allowed the Operator to resolve numerous billing issues before they ever reached the customers. On the other hand, when the Bill shock/relief factors are below the threshold the Operator can confidently execute production bill runs without doubt of billing inconsistencies.



## Conclusion

If you are looking to introduce an independent quality assurance step to your existing billing process that allows for pro-active issue resolution, minimizes impact to customers, and creates confidence in the quality and accuracy of bills, get in touch with our competent team at telSA Group.