



An Introduction To Revenue Assurance

Overview

This initial module introduces the student to the definition of Revenue Assurance. RA has been put in practice in many forms and in many organizations with varying degrees of success. We discuss the statistics gathered and the effectiveness of different RA approaches in different service provider operating environments and territories.

- Definitions
- Importance
- Costs

Telecom Billing Lifecycle, Errors, and Revenue Loss

In this section, we examine the telecom B/OSS and Interconnection processes and the common causes of revenue loss.

- BSS Overview
 - The Product Catalogue
 - Pricing and Implementation
 - Customer Services
 - Switches and Mediation
 - Roaming/Exchange
 - Rating and Bill Production
 - Bill Delivery
 - Invoicing
- OSS Overview
 - Services
 - Service Activation
 - Ordering
 - Inventory
- Interconnection
 - Ordering
 - Switches and Mediation
 - Invoicing
- Root Causes of Leakage and Loss
 - Technology
 - People
 - Processes



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Revenue Loss through Fraud

In this section, we examine revenue loss through fraud and the solutions currently used in the industry.

- Types
 - Subscription
 - Network
 - Collections
- Solutions
 - CRM
 - Network

Measurements

In this module we examine the measurements used to determine how well an organization is assuring its revenue, the beneficial role played by benchmarking, and the key performance indicators for reporting.

- Benchmarking
- Charging Attributes
- Standards
- Key Performance Indicators (KPI)
- Reporting

The Revenue Assurance Team

In this module we examine how an organization creates an effective revenue assurance team with the appropriate skill set that is focused on deliverable.

- Areas and Issues
- Boundaries
- Gaining Buy In at All Levels of the Business
- Auditing
- Attributes of Revenue Assurance
 - Reactive
 - Proactive
- Resource and Cost Implications



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Revenue Assurance in the Corporation

In this module we explore the operational role of RA and its relationship with other auditing and controls areas (Audit, Bad Debt Management, Fraud, etc)

- Constraints/Issues
 - Structural
 - Organizational
 - Financial
 - Benefits of Integration
 - Revenue Assurance Awareness and Maturity Throughout The Business - the Short and Long Term Challenges and Benefits
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Workshops:

- Organizational Measurements
- Organizational Responsibilities