HITACHI
Inspire the Next

Revenue assurance

Enterprise data services revenue assurance results in $135M in annualized revenue uplift

Situation

A leading global telecommunications provider was facing a situation where multiple acquisitions left regional billing systems with varying levels of data quality. They realized the need to identify and correct under billings across their varied product portfolio to reduce revenue leakage. The client's products are highly complex, resulting in many specialized billing arrangements that had not been well documented or monitored. The client lacked resources to take on discovery and recovery activities.

Solution

Partnering with Hitachi Consulting, the team applied proven Revenue Assurance methodology to identify incorrect billings. Hitachi Consulting developed an overall strategy for the discovery and recovery processes, based on revenue potential and client resources. The team reviewed and understood existing business rules and billing processes in order to accurately analyze order, billing, and inventory systems. They then compared data to business rules established by product management and designed with client stakeholders a correction approach for each scenario.

Incorporated into the methodology was clear communication provided through weekly tracking reports of completed correction orders, dollars recovered, and corrections in the recovery pipeline by product and test scenario.

Results

Through the project, over $135M in annualized revenue leakage was identified and corrected resulting in corresponding revenue uplift. Hitachi Consulting discovered:

- More than 7 product groups, using more than 100 test scenarios
- More than 9,000 BTNs and more than 2,900 customers
- More than 16,000 billing error opportunities

The discovery and recovery processes corrected under billings in retail and wholesale business units related to missing or incorrectly rated billing elements, incorrect mileage calculations, expired promotions and contracts, rate table errors, and stranded capacity circuits. By identifying and capturing the revenue leakage across all markets and geographies with a repeatable, sustainable process, the client is able to ensure accurate financial performance going forward for their data services.

Summary

Revenue Assurance is a key service provided by the Business Process Outsourcing practice (BPO). As part of Hitachi Consulting's global Outsourcing Services, the BPO team is comprised of practitioners with delivery experience in managing engagements with a diverse set of technology and knowledge components. The team's approach enables them to integrate subject matter expertise and enterprise applications knowledge into long-term, sustainable and customized solutions. In addition to Revenue Assurance, project examples include AP automation and invoice digitization, factoring, leasing, mortgage processing and loan origination, billing automation and document management, as well as energy sustainability. The BPO solutions provide clients with better insights into business operations – ultimately helping lower the cost of operations and increase efficiency.

About Hitachi Consulting

Hitachi Consulting is the global solutions and professional services organization within Hitachi Ltd., a global innovation leader in industrial and information technology solutions and an early pioneer of the Internet of Things. Hitachi Consulting is a business integrator for the IoT era and a catalyst for digital transformation. Using our deep domain knowledge, we strategically collaborate with our clients to help them innovate faster, maximize operational efficiency and realize measurable, sustainable business and societal value. As a consulting-led solutions company, we can help you leverage data as a strategic asset to drive competitive differentiation, customer loyalty and growth. To learn more, visit www.hitachiconsulting.com.

⊚ Hitachi Consulting

www.hitachiconsulting.com