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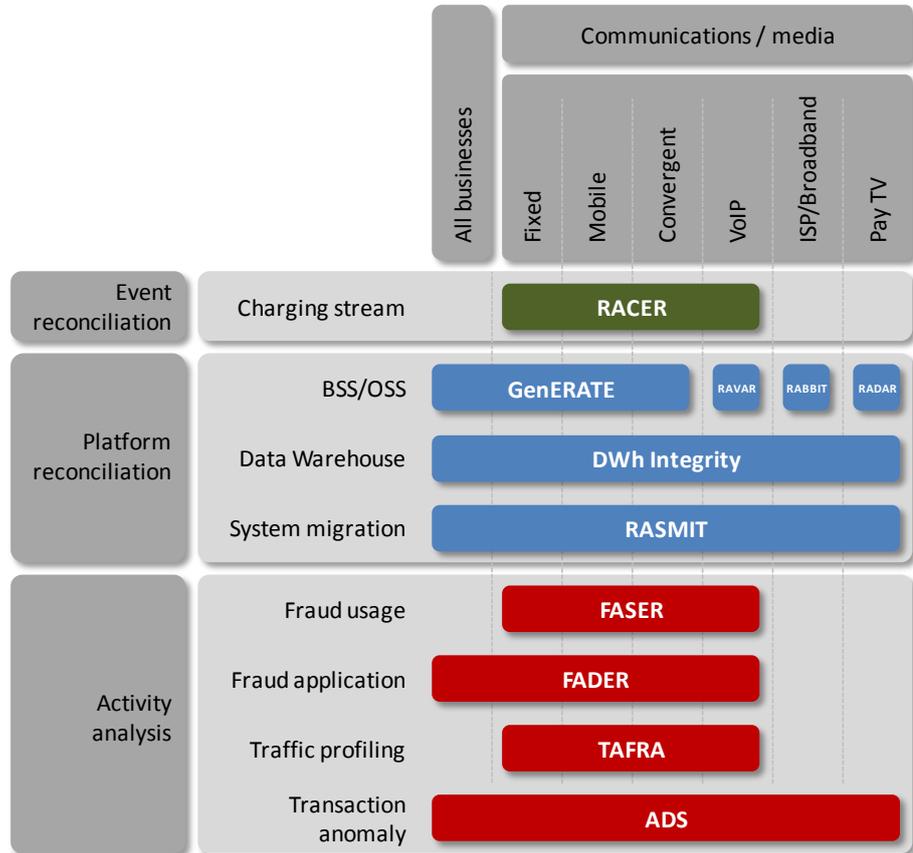
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## Revenue Assurance Tools and Applications

Technical solutions that deliver real results

Our consultants have long struggled to find the right tools to help with analysis and reconciliation of revenue assurance data. The solution? We built our own!

We currently offer a number of revenue assurance tools and applications:



Our tools are designed to deliver real results and value. Built on the industry standard ACL platform for business assurance analytics, our tools are specifically designed to deliver key revenue assurance functionality with rapid deployment and low cost. By packaging these tools for long-term deployment and use by our clients' revenue assurance teams we've produced an unrivalled suite of solutions.

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These solutions are split into three main categories:

- |                                |  |
|--------------------------------|--|
| <b>Event reconciliation</b>    | Reconciling events at different points in a processing stream    |
| <b>Platform reconciliation</b> | Reconciling configuration across a number of different platforms |
| <b>Activity analysis</b>       | Identifying unusual or anomalous behaviour.                      |

Our tools aren't intended to compete head-on with existing players in the market; we have taken a subtly different approach. For some operators a big-ticket system will still be the best solution; and we're happy to recommend such an approach where it's right. But for many operators, particularly those dealing with lower volumes, or with tight budget constraints, we believe that our solutions offer a unique opportunity to deliver rapid return on investment.

We have experience of deploying these solutions to fixed, mobile, pay TV, ISP and convergent operations.

We can also provide a range of additional utilities for decoding different data formats for revenue assurance analysis, and will undertake bespoke developments.



### Find out more

For more information about any of our tools or solutions, please contact FML.





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## Revenue Assurance Tools and Applications

### Event and platform reconciliation

#### Event reconciliation

**RACER** (RA Chargeable Event Reconciliation) is FML's primary RA reconciliation platform, reconciling usage data 100%, record-by-record, throughout the billing / charging stream to identify and analyse discrepancies and unrateable records.

RACER includes tools to drill-down on each anomaly identified, and a trace facility that highlights the same event at each point in the stream.

RACER's integrated pseudo-rating engine supports prioritisation of errors in unrateables by providing an immediate approximation of the potential value of each call. Classifying the data by value and age enables very effective analysis and correction.

RACER can be configured to monitor regular traffic throughout the stream, and/or can be used in conjunction with a test-call generator.

"RACER is an ideal solution for a small to medium size operator. It is astonishingly quick to deploy and provides the functions you need in a compact and cost-effective package."

*Adrian Youd, Head of Fraud and Revenue Assurance, Jersey Telecom*

#### Platform reconciliation

FML's platform reconciliation tools enable customer identity, service and charging configuration data to be reconciled between platforms; for one-off audit and investigation, new platform integrity checking or regular monitoring. All tools allow discrepancies to be tracked over time and trends analysed.

**GenERATE** FML's core solution for platform reconciliation, allowing data from any sources to be quickly imported and processed to allow discrepancies to be identified and analysed. Typical applications include reconciliation of customer database and configuration in billing and customer care systems to those in the network (switch, HLR, IN)

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## Platform reconciliation (continued)

**RADAR** A dedicated solution for Digital / Pay TV platform reconciliation. Matches data on key DTV platforms (Headend, Billing and Provisioning/CRM) and identifies discrepancies that could cause the service not to work properly or to be charged incorrectly.

**RABBIT** A specialised solution for broadband platform reconciliation. RABBIT matches the data on the key broadband platforms and billing to identify discrepancies. Data is matched by account and identifies differences in service levels and MAC addresses.

**RAVAR** Designed specifically for VoiP platform reconciliation, RAVAR matches the configuration data between CRM/provisioning systems, switches and the Media Gateways to identify discrepancies that could cause incorrect operation or errors in charging.

**DWHintegrity** A dedicated solution for data warehouse validation. Many operators have been turning to their Data Warehouse applications to develop revenue assurance and fraud management applications. However, few organisations have truly validated the integrity of the data in the Data Warehouse. With so many critical business decisions made on the basis of the data from the Data Warehouse it is critical to ensure the validity and integrity of the underlying data.

DWHintegrity is designed to run on a continuous basis validating the integrity of data that is loaded into the Data Warehouse. Sources for validation include CDRs, recharges (vouchers and electronic) and customer information.

**RASMIT** A tool specifically aimed at validating the integrity of key system migrations. RASMIT includes tools to reconcile data snapshots of any system from 'before' and 'after' migration, even where data structures and file formats differ. Reconciliation using RASMIT ensures that anomalies are identified and addressed quickly, allowing new platforms to be accepted and made live as quickly as possible – helping to ensure that the return on investment for new platforms is maximised.



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## Revenue Assurance Tools and Applications

### Activity analysis

FML's activity analysis tools are specifically designed to identify suspicious or unusual data at specific points in the customer lifecycle. These solutions have a range of revenue assurance and fraud management applications.

**FADER** Detect high-risk customers based on application data.

FADER processes new applications for service against data associated with old fraud or bad debt accounts. By applying a number of matching algorithms, FADER highlights those accounts that may be linked / associated to known fraud or bad debt. The "bad" information may come from any source, including the customer service system, fraud and bad debt databases. Matched fields are configurable and can be exact or fuzzy matches. FADER allows potential fraud to be detected before any losses occur.

**FASER** Detect potential fraud and suspicious customer behaviour.

FASER is a powerful fraud detection system, targeted specifically at smaller operators or regional fraud managers working across a number of operations. FASER delivers high-end fraud detection functionality at very low cost:

- A configurable threshold-based engine for analysing usage data
- Pseudo-rating of events to simplify analysis and investigation
- Support for subscriber groups with different detection thresholds
- Analysis of behavioural changes for individual subscribers
- Unrivalled hotlist management
- A secondary smart hotlist mechanism allowing profiles of known fraud accounts to be checked against new subscribers
- Analysis of PRS usage by subscriber and service provider
- Detection of changes to traffic patterns by destination group
- A single risk score for each subscriber to facilitate prioritisation
- Comprehensive event search capabilities.

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**TAFRA** Traffic Analysis for RA.

TAFRA rates and analyses any type of traffic, helping revenue assurance personnel to profile traffic and understand typical behaviour. TAFRA can be used to help optimise configuration of fraud systems, or used as the basis of margin analysis or rate verification tools.

**ADS** Transaction anomaly detection.

The core ACL platform used by FML for development of its specialist tools is widely used by internal audit and other groups to identify potential fraud and abuse. ADS builds on the standard ACL functionality to deliver a powerful detection system that can run on a continuous basis. ADS is designed to analyse transactions across many core systems to identify anomalies that may indicate fraud, abuse or data entry errors. Sources analysed include: payroll, vendor file, invoices, purchase orders, customer credits and adjustments, VIP and employee concessions, system audit logs and user access.

ADS uses a variety of analysis modules including duplicate checking; exact and fuzzy matching; validity and consistency checking; split transactions analysis, unusual transaction distributions, outliers, and failures in segregation of duties; and exception reporting to identify potential anomalies. ADS provides tools to review and analyse these anomalies and trends in key measures.

“We’ve had great success identifying potential fraud based on FASER’s risk scoring and analysis features. With our limited budget it was fantastic to find a solution that offered such a comprehensive set of features – including many missing from some of the most expensive systems. It is an ideal solution for the smaller operator.”

*Glen Winn, Revenue Assurance Fraud and Risk Manager, UPC Communications Ireland*

**Find out more**

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