Integrated Telecom Billing and Revenue Assurance Training Course



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4100 € (Per Person)

Ref: #TEL7951_285496

Course Introduction / Overview:

In the rapidly evolving telecommunications landscape, effective billing systems and robust revenue assurance are the cornerstones of financial stability and customer trust. This comprehensive program is designed to provide a deep, end-to-end understanding of the intricate processes that govern telecom revenue cycles, from call detail record (CDR) generation to final payment collection. As the industry undergoes a significant digital transformation with the advent of 5G, IoT, and complex digital services, the risk of revenue leakage has escalated, making proactive revenue assurance more critical than ever. This course, offered by BIG BEN Training Center, delves into the core principles and advanced strategies of both billing operations and revenue assurance management. Drawing on industry best practices and insights from thought leaders like Eric Priezkalns, author of "Revenue Assurance: Expert Opinions for Communications and Media Service Providers," participants will explore the entire value chain. We will dissect billing system architecture, mediation, rating, and invoicing, while simultaneously building a strong framework for identifying, quantifying, and preventing revenue leakage. This training moves beyond theory to equip professionals with the practical skills needed to design, implement, and manage resilient systems that safeguard revenue and enhance operational efficiency in a competitive market.

Target Audience / This training course is suitable for:

- Billing and Revenue Assurance Managers.
- Telecom Fraud Analysts and Investigators.
- IT Professionals and System Integrators working in telecom.
- Financial Controllers and Internal Auditors.
- Product Managers and Marketing Professionals in telecom.
- Regulatory and Compliance Officers.
- Network and Operations Engineers.
- Customer Care and Service Provisioning Staff.

Target Sectors and Industries:

- Telecommunications Service Providers (Mobile, Fixed-line, and Internet).
- Mobile Virtual Network Operators (MVNOs).
- Satellite Communication Companies.
- Cable and Broadband Providers.
- Governmental Telecommunication Regulatory Authorities.
- Technology and Software Vendors for the telecom industry.
- Management and IT Consulting Firms specializing in telecommunications.

Target Organizations Departments:

- Finance and Accounting Departments.
- Revenue Assurance and Fraud Management Departments.
- Information Technology (IT) and Billing Operations Departments.
- Internal Audit and Compliance Departments.
- Marketing and Product Development Departments.
- Network Operations and Engineering Departments.
- Customer Relationship Management (CRM) Departments.

Course Offerings:

By the end of this course, the participants will have able to:

- Analyze the complete telecom billing lifecycle from service initiation to revenue collection.
- Design and implement effective revenue assurance controls to minimize leakage.
- Understand the architecture and functionality of modern Business Support Systems (BSS).
- Master the processes of mediation, rating, and charging for diverse telecom services.
- Identify and investigate common and emerging telecom fraud schemes.
- Develop a comprehensive revenue assurance framework aligned with industry standards.
- Audit billing systems and processes for accuracy and integrity.
- Manage interconnect and roaming partner settlements effectively.
- Evaluate the impact of new technologies like 5G and IoT on billing and revenue assurance.
- Create robust Key Performance Indicators (KPIs) to monitor revenue health.

Course Methodology:

This training course employs a dynamic and interactive learning methodology designed to foster deep understanding and practical skill development. At BIG BEN Training Center, we believe in learning by doing. The program is structured around a blend of expert-led presentations, real-world case studies of revenue leakage incidents, and interactive group discussions. Participants will engage in hands-on exercises that simulate billing data analysis and the identification of reconciliation gaps. Team-based workshops will challenge attendees to design revenue assurance controls for hypothetical new product launches, encouraging collaborative problem-solving. The methodology emphasizes a practical approach, moving beyond theoretical concepts to address the actual challenges faced by telecom professionals. Sessions will include detailed walkthroughs of billing system processes, fraud detection techniques, and audit trails. Continuous feedback and Q&A sessions are integrated throughout the five days to ensure all concepts are clearly understood and can be applied directly to the participant's work environment. This immersive approach guarantees a comprehensive learning experience that is both engaging and highly relevant to modern telecom operations.

Course Agenda (Course Units):

Unit One: Foundations of Telecom Billing and Revenue Assurance

- Introduction to the Telecommunications Business Model.
- Understanding the BSS and OSS Ecosystem.
- The End-to-End Telecom Billing Lifecycle.
- Core Concepts of Revenue Assurance (RA).
- The Relationship Between Billing Accuracy and Customer Experience.
- Introduction to Revenue Leakage and Its Common Causes.
- The Role of Industry Frameworks like TM Forum.

Unit Two: The Billing System and Processes in Depth

- Call Detail Record (CDR) and Usage Data Processing.
- The Function of the Mediation System.
- Principles of Rating and Charging Engines.
- Postpaid Billing Cycles and Invoice Generation.
- Prepaid Systems and Real-Time Charging.
- Managing Discounts, Promotions, and Bundles.
- Billing for Value-Added Services (VAS) and Digital Content.

Unit Three: Mastering Revenue Assurance Controls

- Establishing a Revenue Assurance Framework.
- Key Revenue Streams and Leakage Points.
- Service Provisioning and Activation Assurance.
- Usage and Network Data Integrity Assurance.
- Rating and Invoicing Verification Controls.
- Developing and Monitoring Key Performance Indicators (KPIs) for RA.
- Techniques for Quantifying and Reporting Revenue Loss.

Unit Four: Advanced Billing and Fraud Management

- Interconnect Billing and Partner Settlements.
- International Roaming Billing and Reconciliation (TADIG).
- Common Telecom Fraud Schemes (e.g., Subscription Fraud, IRSF).
- Fraud Management Systems and Detection Techniques.
- Managing Credit and Collections Processes.
- Dispute Management and Resolution Strategies.
- The Impact of Digital Transformation on Billing Operations.

Unit Five: Strategy, Governance, and Future Trends

- Developing a Revenue Assurance and Billing Strategy.
- Governance, Risk, and Compliance (GRC) in Revenue Management.
- Auditing Billing and Revenue Assurance Processes.
- Selecting and Implementing Billing and RA Tools.
- The Impact of 5G, IoT, and M2M on Billing Complexity.
- Future Trends in Revenue Management and Digital Monetization.
- Course Review and Action Planning for Implementation.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

As telecom services evolve towards complex digital ecosystems with IoT and 5G, where do you foresee the single greatest point of failure in traditional revenue assurance frameworks, and what proactive strategies are necessary to mitigate it?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself through its integrated and holistic approach, treating telecom billing and revenue assurance not as separate functions but as two deeply interconnected pillars of financial health. While many programs focus on either the technical aspects of billing systems or the auditing function of revenue assurance, this training bridges the gap, providing a comprehensive 360-degree view of the entire revenue lifecycle. It moves beyond standard textbook definitions to explore the complex, real-world interplay between system configurations, business processes, and revenue leakage. A key differentiator is the forward-looking curriculum, which dedicates significant attention to the emerging challenges and opportunities presented by 5G, the Internet of Things (IoT), and digital service monetization. Rather than just focusing on historical data reconciliation, the course equips participants with proactive and predictive strategies to safeguard future revenue streams. The content is designed to foster strategic thinking, empowering attendees to not only fix existing leaks but to design resilient revenue ecosystems that can adapt to the rapid pace of technological change in the telecommunications industry.