

CASE STUDY

Assurance and Reporting for Wholesale Billing and Charging

Large Telecoms Provider

CDR Reconciliation



Call Detail Records



Data Analytics



Billing Assurance

Client Problem & Impact

Our client was continually receiving significant invoices from another phone company which they could not validate against their internal wholesale billing system.

In addition, our client was unable to verify their own billing to other phone companies as there was insufficient charging information stored to effectively manage the disputes and claims process.

Sagacity Review & Remedy

Using our industry expertise, technical know how and extensive data capabilities, we developed a CDR Reconciliation solution to process billions of call detail records (CDRs) a month.

Our solution applies rating and charging rules to the data, which results in a full and detailed reconciliation to be carried out on all invoices from other phone companies on a monthly basis.

Using our detailed analytics, we provide monthly insight reporting with supporting evidence, enabling our client to validate and accurately assure incoming and outgoing wholesale billing.

£3.3m recovered from missing billing

Our reconciliation has assured £43m in revenue and £50m in cost for the client. In addition, we have identified £3.3 in missed billing.

This has enabled the client to benefit from increased accuracy on their monthly wholesale billing, manage disputes with other phone companies quickly and accurately as well as recover missed billing.