

# THE FIBRE REVOLUTION

*ARE YOU READY TO TURN YOUR  
INVESTMENT INTO REVENUE?*



**The current market place**

It's no secret that the world is becoming increasingly connected and more customers are now looking to their Communication Provider's Fibre services to satisfy their need for speed. With the increases in usage of digital streaming services, the number of connected products in households and the number of users utilising connected products at the same time, consumer demand for faster connectivity services is gathering pace. In turn, Communication Provider's (CPs) are also looking to increase the proportion of their customer base that utilise their more lucrative and faster Fibre services.

Of equal interest is the number of Communications Providers that are investing heavily to provide 'full Fibre' services (FTTP) to their customers. A country wide race is on to start providing the consumer with speeds of over 1Gbps by connecting households directly with Fibre Optic cabling.

TalkTalk, BT and Vodafone have all recently announced plans to start connecting millions of homes with full Fibre over the next 5-8 years. The estimated costs associated with the delivery of these ambitious plans range from £1.5-6bn, which means businesses will be focussing heavily on strengthening their balance sheet, revenue and cost margins and ensuring that their customer bases continue to grow.

**The challenges ahead**

As the market grows increasingly more competitive, Communication Providers face a multitude of challenges whilst endeavouring to provide these more costly fibre services:



Complex provisioning journey



Systems and processes that are not fit for purpose



Increased reliance on third parties



Failure to meet Service Level Guarantees



Reduced customer satisfaction scores



Increased service and good will credits



Regulatory compliance



Pricing your product and maintaining your margin



Increased customer demand

**How Sagacity can help you overcome these challenges**

It's a fact that businesses unintentionally lose money through system and process weaknesses. Our Revenue Assurance identifies and quantifies these weaknesses enabling businesses to boost their profitability. Our RA isn't a traditional RA tool; it is a structured methodology that identifies and analyses revenue leakage using specialist control frameworks and bespoke data analytics.

**Leveraging our Experience**

Sagacity has applied its RA methodology to industry leading businesses for over 10 years, producing fantastic results in short timeframes and providing in-year returns.

Some of the outputs and benefits Sagacity has provided include:

- High-level, functional process reviews to identify weaknesses that contribute to revenue leakage, increased costs and poor customer experience
- Detailed end-to-end control framework assessments over complex and manual process journeys, identifying up to £5m of annual revenue leakage
- Contractual agreement reviews and Service Credit process monitoring, identifying between £750k - £1m of overcharging by suppliers outside of the contractual terms
- Validating the application of business rules and adherence to tariff controls to avoid margin degradation, which has led to revenue recoveries of £1m - £2m a year
- Reviews of critical business policies and ensuring adherence to regulatory rulings, preventing increased costs and the potential for significant Ofcom fines
- Implementation of business specific solutions to provide permanent fixes to long standing root cause issues, with over £12.8m revenue collected for one of our blue chip telecommunications clients

Sagacity can uncover your hidden revenue leakage and process inefficiencies to allow your business to meet its targets.

Get in touch with one of our RA experts today!

