

Case Study



Infosys BPO provides Revenue Assurance solution for Orange Business Services

Infosys BPO's team provides extensive Revenue Assurance support that includes services spanning from Data Integrity Management to P&L Analysis for existing connections.

Thank you Infosys for the hard work and excellent support you have provided the Orange Business Services team throughout the many projects launched, completed and ongoing and over the years! I look forward to working with you all in the years to come! Once again congratulations and thank you for the amazing teamwork!

Jodi Vigar

Access Gross Margin Management Lead Project Manager

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Infosys BPO consolidates and implements an enterprise wide Revenue Assurance solution, successfully integrating systems and data from multiple geographies and partners, to cut cost and revenue leakage.

Our Customer

Orange Business Services provides its geographically dispersed clients with data network operations that span hundreds of countries and territories. Its service menu includes global IP services, including LAN-to-LAN interconnections, WAN connectivity, dedicated Internet access, data transport, and virtual private networks. It also provides network design and integration, and Web site and application hosting.

I just want to say a big “Thank You” for an excellent 4 years between Orange Business Services and Infosys. Over this period we have seen a number of changes which Infosys have adapted extremely well to ensure a constant high delivery in everything you do.

Steve Nash

Head Connectivity Business Operations, Orange Business Services

The Challenge

- Our client operates in multiple geographies employing disparate systems for ordering, provisioning and billing. This is created because of the following reasons.
 - Growth led by Organic and Inorganic expansions
 - Varying regulatory requirements across various geographies
 - Diverse offerings in various geographies and to varied partners
- A plethora of systems with inefficient / ineffective systems integration, coupled with inadequate data integrity rules enforcement at the time of provisioning, has led to:
 - Inconsistencies between legacy, locally operated systems and the core central tools
 - Missing / Invalid circuit information in core databases
 - Customers not being invoiced for services provided
 - Revenue not being recognized
 - Cost leakage
 - Delay in handling service requests and faults, leading to high cost exposures

The challenge was to set up an enterprise wide Revenue Assurance service that would help validate and cleanse the data in all the systems, and analyze existing connections and services to correct inconsistencies and plug cost and revenue leakages across geographies and customers.

Infosys' Solution

Infosys BPO set up a support team of approximately 140 + resources spread across various teams to provide Revenue Assurance services. The team developed many tools and automation procedures in house to expedite processes and fine tuned business rules to increase accuracy of information.

- Inventory Optimization
 - Cleanse unknowns and invalid entries from Finance Database
 - Circuits that have identified as potential disconnects, to be disconnected by various validation procedures
 - Manage inventory inaccuracy at a country level - Handle credit disputes, Inventory Management for timely revenue recognition and cost savings
 - Manage Access Gross Margin (AGM) – Link circuit cost to circuit revenue at a customer and individual circuit level
 - Analyze billing rejects/queries and provide all mandatory information to enable accurate billing

- Access Competitiveness
 - Optimize costs while ordering the circuit to the carrier – the objective is to increase savings by getting discounts from the carrier and also look for alternate options
 - Identifies carrier / POP implementation and customer billing vs. sales quote
 - Validate Circuit References of different carriers for different countries
- Assessment
 - Provide diagnostic solutions to Sales to ensure a competitive access solution
 - Retrieve the access prices and consolidate in one single proposal to Sales
 - Managed the Carrier Management Tool, containing contractual and SLAs with the suppliers. Update carrier SLAs, service information and highlight discrepancies, etc.
 - Perform Profit and Loss analysis at connection level for existing connections and analyze profitability before any new price is granted

The Success

Infosys BPO's solution has resulted in substantial savings for Orange Business Services. Core databases now have accurate information, leading to efficient fault management and better circuit management, accurate billing and plugging of cost leakages, all of which have had a positive impact on P&L. Shown below are some of the measurable benefits we have delivered:

- Inventory accuracy has improved 25%+ since inception. Approx. USD 7.9M worth of Inventory rejects cleared
- Cost Savings of over 100 Mil USD on data cleanse and disconnect activities
- Cost Saving of 22.38 Mil USD on Access Competitiveness Activities
- Sales is provided with more competitive bids in reduced turnaround times



For more information, contact infosysbpo@infosys.com

About Infosys BPO

Global organizations depend on Infosys BPO Ltd, the business process outsourcing subsidiary of Infosys Ltd (NASDAQ: INFY) to deliver measurable business value. Infosys BPO's strong focus on industry solutions, technology and a consulting based approach has created new engagement models to help clients build tomorrow's enterprise.

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