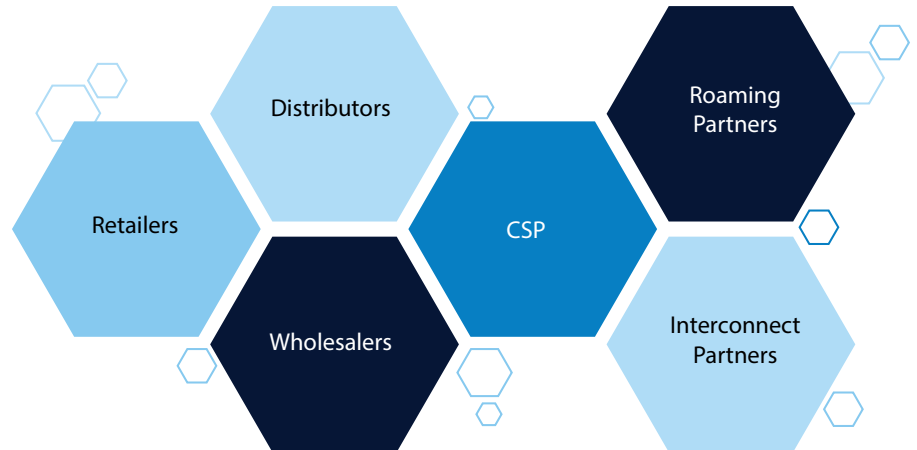


CHANNEL AND PARTNER SOLUTIONS FOR COMMUNICATIONS SERVICE PROVIDERS

Communications service providers' (CSP) supply chain partners including distributors, wholesalers, retailers, as well as interconnect and roaming partners, play major roles in successful operations and revenue generation. Even minor disruptions to the smooth functioning of the supply chain effect sales and may even result in the loss of valuable customers. To prevent this, the CSP needs to maintain high-trust relationships with its supply partners.



Building Trust to Build Success

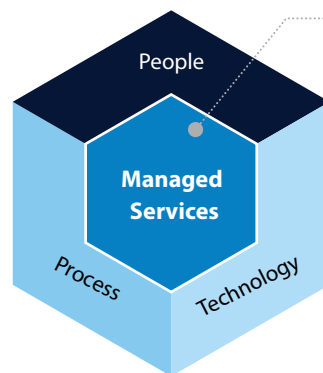
Revenue sharing forms the basis for all CSP partnerships, and it is vital to have faultless business processes to accurately divide revenue in spite of complex partner arrangements. This is critical to motivate the partners to continue to grow revenue.

On the other hand, inefficient and inaccurate partner compensation leads to:

- Revenue leakages
- Lost transactions,
- Reconciliation disputes
- Losses due to Fraud and
- Regulatory abuses such as tax avoidance

Infosys Managed Services Portfolio

Infosys offers solutions and services across the telecom value chain. Our managed services portfolio enables a CSP to process and pay all their business partners on time. Developed through extensive experience in providing professional services globally, our solutions are built around the three levers of people, process, and technology.



Managed Services

- Customer service representative compensations
- Sales force compensations
- Distributor compensations
- Wholesaler compensations
- Interconnect partner compensations
- Roaming partner compensations
- MVNO settlements
- Content provider settlements
- Mobile application sales settlements (incl.in app purchases)
- Other business compensation requirements

Our People

Over 14,000 Infosys BPM professionals provide services working out of 32 delivery centers across the globe. Our team includes 400 ERP GRC professionals, 150 SOX certified professionals, and over 150 Tax Specialists



Digitally Driven

100+ tools, platforms, dashboards, strategic alliances, RPA- and AI-led solutions



Globally Trained Experts

Problem finding through Design Thinking, Lean Sigma, and Six Sigma



Zero Distance to Client Approach

US\$ 797 Million value delivered through 1000+ projects



Globally Networked

Centers of Excellence in Europe, North America, China and India

Our Processes

We are driving significant value for our clients through robust and cost-effective partner and revenue management workflow processes:

- **2.3 Million** receipts applied in a year supporting **\$15 Billion+** in revenue
- **6,816** average receipts applied/FTE/ month
- **\$21 Billion** in yearly collections for managing around 87K partners
- **12 Million+** Invoices processed each year
- **1.57 Million+** partner queries managed across 25 countries
- **99.99%** 'rush payments' completed in 24 hours

Partner Management



- Partner Data Management
- Quote and Order Processing
- Credit Analysis Decision support
- Billing and invoicing
- Fulfillment Support

Revenue Management



- Invoice Dispute Management
- Collections
- Cash Application
- Reconciliation
- Returns Management
- Reporting

Our Technology

With best-of-breed, customizable technology solutions that meet the specific needs of the communications industry we are partnering with our clients to help them embark on digital transformation journeys.

Digital Operations

- Robotics process Automation
- Digital Command Console
- Point solutions
- Digitized Transitions
- Open Source

As-a-Service Models & Industry Solutions

- BPaaS & Integrated Services
- Bundled Consulting/ Change Support
- IS Solutions (Deductions/Warranty)
- Co-Sourcing (Internal Audit)

Next-Gen Technology

- Purposeful AI (Nia for CFO)
- Cognitive Computing
- Machine Learning
- Big Data Analytics Solutions
- Blockchain
- IOT for GR efficacy in P2P Service Line
- Conversational Finance

Our Long Term Successes

- Providing channel and partner services to a leading UK based mobile network operator and internet service provider with more than 30 million customers, for the last 10 years, enabling them savings of around £12M
- For the last 13 years, serving a global communications services giant that

offers international and domestic voice, voice-over-Internet protocol internet access, wireless, data and hosting services to business and residential customers across the globe. We enabled the client to resolve 100% pending disputes with its clients and partners, thus help save over \$1M

- One of the top three largest wireless carrier in the United States with 75+ million customers. Providing channel and partner services for the last 8 years. Through process standardization and stringent quality control measures, we provided savings of over \$500k

For more information, contact askus@infosys.com



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