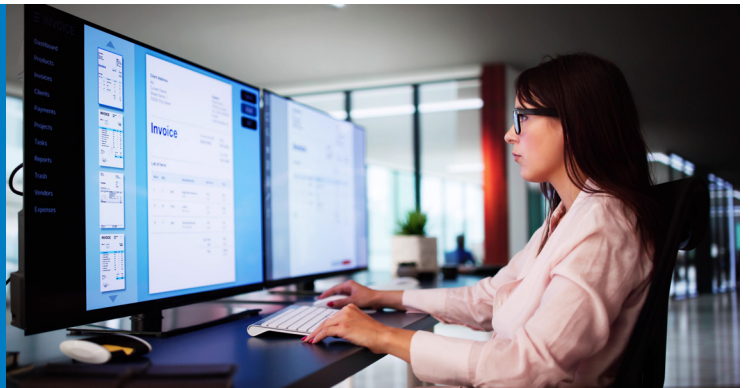


SEAMLESS BILLING AND HYPER CUSTOMER CARE THROUGH INFOSYS BILLING-AS-A-SERVICE

As service portfolios expand and customer expectations rise, telecom operators are navigating increasing complexity in billing and communication. Delivering fast, accurate, and seamless experiences is becoming essential to stay ahead in a competitive market.

Infosys Billing-as-a-Service brings together a next-gen billing platform and a robust bill presentment system – both backed by a comprehensive suite of managed services to simplify operations, elevate customer experience, and drive accurate and on-time revenue realization.



Key Industry Challenges



Poor Customer Billing Experience

Unclear bills and sluggish support continue to be key drivers of dissatisfaction, often prompting customers to explore alternative providers.



Complex Billing Operations

Many enterprises continue to grapple with inflexible, complex billing operations due to diverse offerings and dynamic pricing models.



High Volume of Billing Enquiries & Disputes

Unclear charges and inconsistent bill formats continue to drive a steady increase in billing-related queries and dispute volumes.



Low Billing Accuracy

Inaccurate bills erode customer trust and can lead to costly disputes.



Revenue Leakage

Billing errors, unbilled usage, and mis-applied discounts result in significant revenue loss.



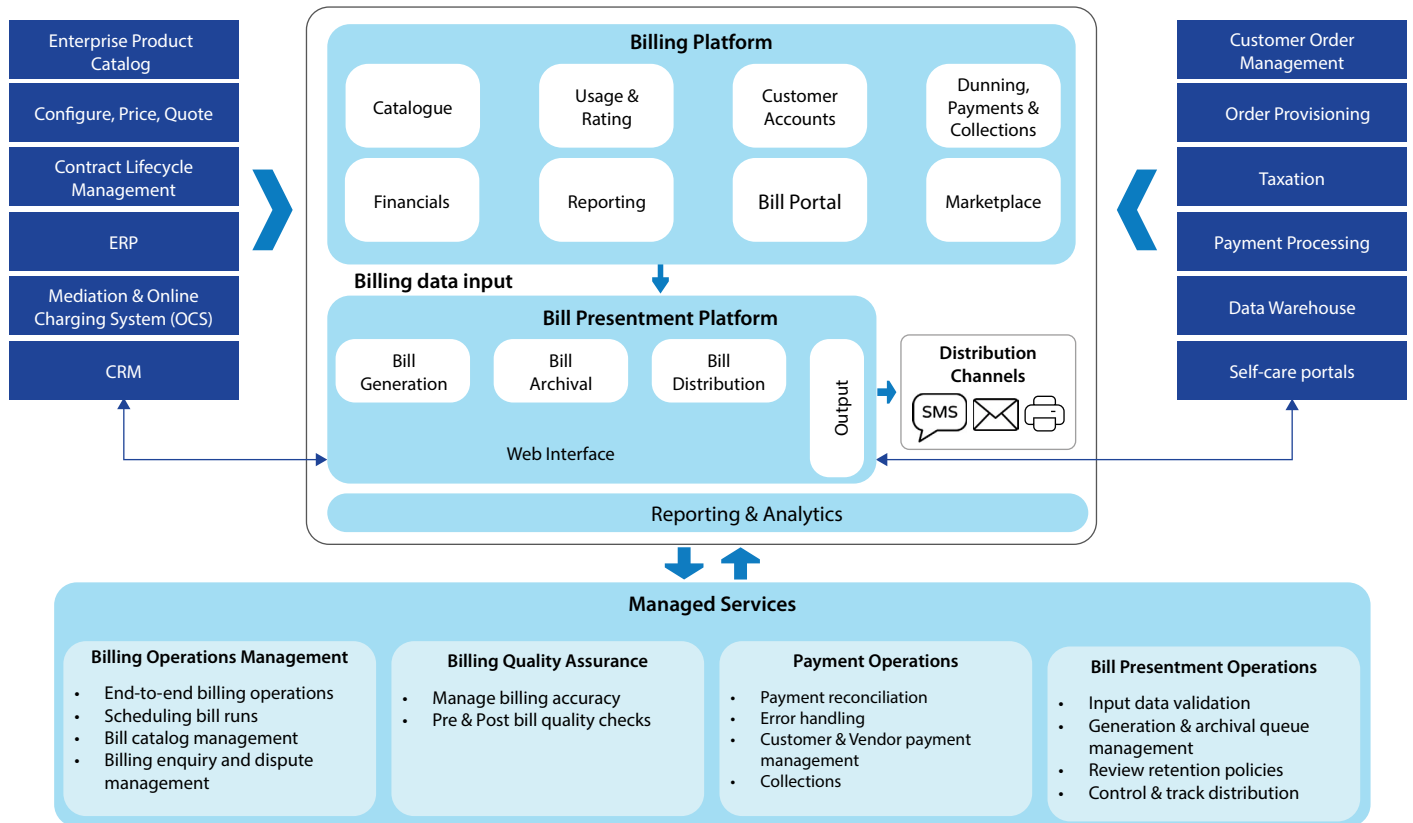
Limited Scalability

Growing 5G adoption and data usage strain legacy billing systems' ability to scale.

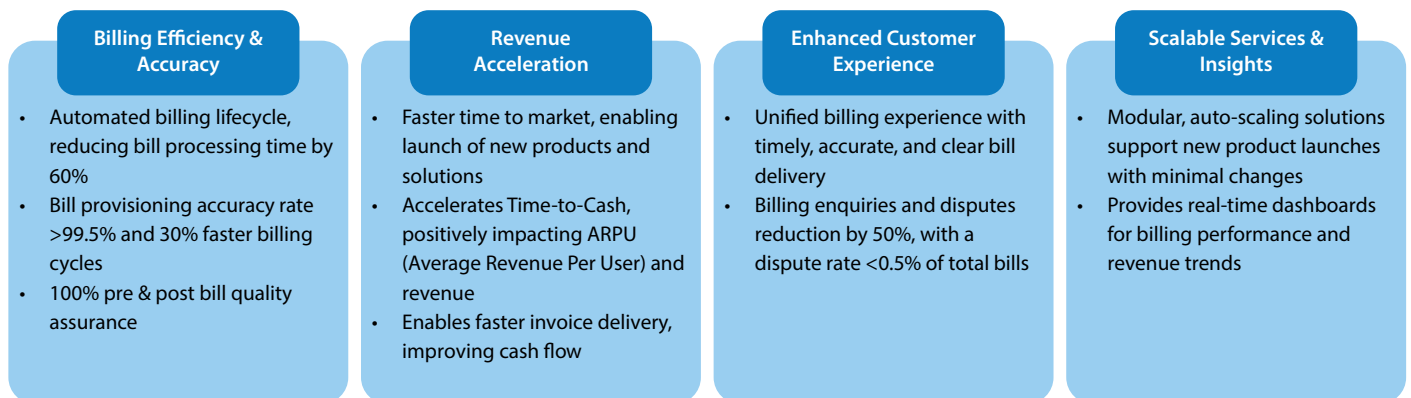


Infosys Services and Solutions

Infosys' managed services and integrated architecture simplify billing processes and drive efficiency. The solution is powered by next-gen SaaS platforms with built-in Business Process Automation (BPA), complex subscription and usage billing, high configurability, and auto-scalability.



Benefits



Our Strategic Partnerships



Contact Information

Let's make billing less complicated and more rewarding—contact us to explore how Infosys can streamline your revenue engine.

For more information, contact infosysbpm@infosys.com



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