

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.

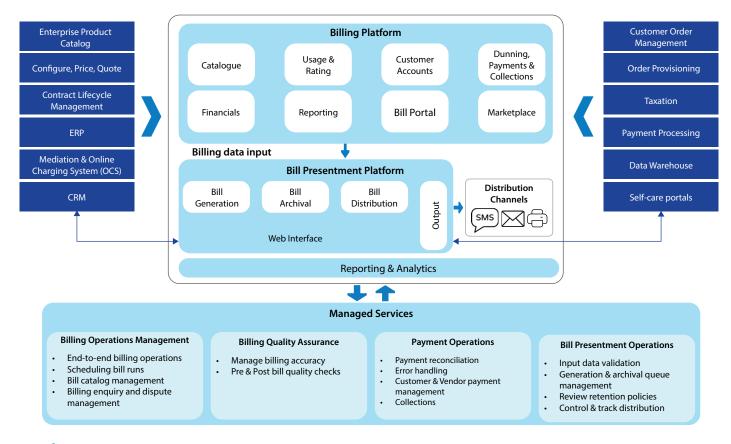


Limited Scalability Growing 5G adoption and data usage strain legacy billing systems' ability to scale.



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

Billing Efficiency & Accuracy

- Automated billing lifecycle, reducing bill processing time by
- Bill provisioning accuracy rate >99.5% and 30% faster billing cycles
- 100% pre & post bill quality assurance

Revenue Acceleration

- Faster time to market, enabling launch of new products and solutions
- Accelerates Time-to-Cash, positively impacting ARPU (Average Revenue Per User) and revenue
- Enables faster invoice delivery, improving cash flow

Enhanced Customer Experience

- Unified billing experience with timely, accurate, and clear bill delivery
- Billing enquiries and disputes reduction by 50%, with a dispute rate < 0.5% of total bills

Scalable Services & Insights

- Modular, auto-scaling solutions support new product launches with minimal changes
- Provides real-time dashboards for billing performance and revenue trends

Our Strategic Partnerships





Diksha

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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