Telecom Business Assurance Managed Services
“Our home market is one of the most competitive and innovative in Europe and we needed to focus on our business while looking for different ways to enhance operational efficiencies. Assuring our business through a Revenue Assurance (RA) practice is our insurance policy that we could not afford to lose. Thus, we considered a different RA strategy by moving to a Managed Service approach. Our business drivers were cost control as well as operational excellence based on a strong SLA.

Our long and successful collaborative relationship with WeDo made this an easy choice. WeDo Technologies created a comprehensive Managed Services proposition designed to improve operational excellence. By providing a global and scalable Managed Services solution, WeDo Technologies can offer customers like us the extreme flexibility and dramatically lower costs of ownership.”

*European triple-play operator*
The Three Pillars of WeDo Technologies’ Revenue Assurance Managed Service Offer

All over the world the competition is increasing. This stimulates both innovation and price competition while also making it necessary for you to differentiate your offer. To sustain speed of innovation and lower price points while still remaining profitable, you must find ways to enhance operational efficiency. CSPs are also under pressure to focus on key new business activities like new 4G rollouts, improving customer experience, meeting evolving customer needs, and building next generation broadband networks. This leads to a critical question. What should be kept in-house, and what should be outsourced?

To answer this question, you need to evaluate all opportunities to create operational cost savings and leapfrog the learning curve to build a mature revenue assurance operation.

When faced with the pressure of delivering greater business value with a shrinking – or even frozen – budget, consider a change to your revenue assurance strategy. WeDo Technologies Revenue Assurance Managed Services can help you find an alternative approach to your company’s in-house operational planning, implementation, staff, training and ongoing operations with our Service Level Agreement-based Revenue Assurance Tool.

People
WeDo Technologies hires only the best-in-class analysts. Our highly trained revenue assurance team takes a proactive approach to business monitoring and control to reduce the likelihood of revenue leakage, quickly identify root causes of issues, reach a resolution, and provide reporting. Our people learn from WeDo Technologies’ worldwide leadership position and multiple projects worldwide.

Processes
WeDo Technologies has extensive experience in delivering revenue assurance engagements for CSPs of all sizes worldwide based on outsourcing and co-sourcing of business monitoring and process controlling. WeDo Technologies’ Managed Services Processes utilizes this depth of experience in the real-life operation of Revenue Assurance activities.

Tools
Tools can be leveraged to develop a systematic approach to improving processes and achieving automation during the pro-active monitoring and control of processes. With our Revenue Assurance Managed Services, CSPs of all sizes can reduce the guesswork and expense of business management technology and get the industry-leading revenue assurance software, RAID 7.0, and support through a single point of contact at an affordable monthly cost. RAID has been implemented across 70 CSPs and is available as SaaS or On-Premises.
Wedo Technologies Revenue Assurance
Managed Services Definition And Framework

WeDo Technologies’ Managed Services effectively addresses the business challenges related to Revenue Assurance (RA) whenever a CSP might lack the knowledge and/or the resources to monitor and control full RA processes, or even when the CSP strategically decides to outsource RA activities.

Our services leverage the economies of scale and knowledge that our team of experienced senior business analysts have accumulated in the field to help you with Revenue Assurance. The goal is to keep integrity of company assets, optimize the business support platforms, and minimize revenue leakages.

Our methodology includes the operations, measurement and C-Level reporting, processes improvement, and proactive prevention necessary to respond to continuing changes in products, services, and business platforms as depicted below.

Our proven methodology incorporates a virtuous lifecycle comprising several phases:

- Prevention (P)
- Detection (D)
- Investigation (I) & Analysis (A)
- Measurement (M) & Report (R)

The comprehensive end results of the implementation of this virtuous life cycle include the following:

- Set controls suited to the business
- Systematic identification of leakage and corresponding corrective actions in order to ensure recovery and prevent repetition
- Development of preventive actions for new product offerings, services, and use of new platforms to prevent future leakage

Our Team Of Business Analysts

- Best-in-class team of Business Analysts with an average of more than 10 years of experience in the telecom industry (mobile, wire line and cable)
- Expertise in management of revenue processes in Tier 1, 2 and 3 Service Providers
- Robust financial and technical background and reporting experience
- Extensive auditing knowledge and experience
- C-Level reporting expertise
This example shows an integrated Service Provider with a mature mobile business and an immature wireline business. Fewer inconsistencies on the wireline business generate more potential savings. Savings evolution per year mirrors new service and product’s introduction to the market.
Our Portfolio of Support Services

Surrounding WeDo Technologies’ managed services core competencies, we provide a suite of comprehensive services to help our customers create a business case for a RAID tool and service deployment, finance the purchase, define the business needs for operation with effective results, and manage the customer’s RA operation. For those who have already deployed RAID tools, our team of business analysts can also optimize and evaluate new business needs for monitoring and control.

- **Objective:** Optimize the existing business operation (RAID tool and related operations)
- **Objective:** Create business case for a RAID tool and Managed Services
- **Objective:** Finance the purchase of tools and services
- **Objective:** Support Implementation defining business needs for Controls, KPI’s and Dashboards
- **Objective:** Define the operational set up for maximum Results

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**Leakage Recovery Program**
- Create business case for a RAID tool and Managed Services
- Finance the purchase of tools and services

**Operational Specs**
- Define the operational set up for maximum Results

**Business Tuning**
- Optimize the existing business operation (RAID tool and related operations)

**Business Specs**
- Support Implementation defining business needs for Controls, KPI’s and Dashboards

**Broad Managed Services’ Experience**
Why Utilize WeDo Technologies Managed Services?

Adopting WeDo Technologies’ Business Managed Services will have the following positive business impacts:

- **Lower costs** – WeDo Technologies’ Managed Services offers the potential of lower cost by the greater economies of scale, the access to low cost labor and process efficiency derived from experience, and focus on process maturity and continuous improvement.

- **Reduction of risk** – Implementing a new Revenue Assurance initiative could be risky if you lack the knowledge, the people, or the processes. WeDo Technologies helps you reduce risk by bringing the knowledge, experience, processes, and people on board. It can also reduce the risk of internal staff churn.

- **Higher levels of support backed by SLAs** – Internal Revenue Assurance departments may not provide SLAs on performance and availability requested by internal business clients. WeDo Technologies’ Managed Services are based on SLAs fine-tuned to customer needs.

- **Predictable costs** – Costs are negotiated upfront and are thus predictable, which helps the budgeting process.

- **Access to skills** – WeDo Technologies has access to a pool of expert resources that a CSP may not be able to economically source (economies of knowledge) since we could dilute its utilization across our customer base. WeDo Technologies’ can also operate and transfer knowledge to a future Revenue Assurance CSP team.

- **Adaptability** – The Telecom industry is characterized by the quick and constant introduction of new services and products. You must quickly adapt to these new business requirements. WeDo Technologies has the ability to quickly ramp up or scale down resource capacity as needed.

- **Focus on the core business** – WeDo Business Managed Services allows the customer to focus its internal resources on more value-adding and innovative activities.

- **High service quality** – The maturity of our processes and our access to, and familiarity with, the latest RAID technologies provides the highest service quality available.
Why partner with WeDo Technologies?

- **Proven Experience** - Outstanding project delivery performance with more than 70 RAID deployments of WeDo Technologies’ revenue assurance and fraud management undisputable world leader tool.

- **Managed Service Unit** – A team of senior business analysts with extensive expertise in Revenue Assurance and Risk Management that help customers develop their RA strategy.

- **SaaS** – Faster deployment times avoiding lengthy and time-consuming processes for infrastructure acquisition and deployment. All of this based on the best-of-breed revenue assurance and fraud management tool – RAID.

- **Global Coverage** – A truly global organization with customers in more than 80 countries and offices in 14 countries

- **WeDo Technologies is the world leader in Revenue Assurance and Fraud Management according to Gartner Group.**

‘Pleasure in the job puts perfection in the work’

Aristotle

**Offices**

- Portugal _ Lisbon
- Portugal _ Braga
- Australia _ Sydney
- Brazil _ Rio de Janeiro
- Brazil _ Florianopolis
- Brazil _ São Paulo
- Egypt _ Cairo
- France _ Paris
- Ireland _ Dublin
- Malaysia _ Kuala Lumpur
- Mexico _ Mexico City
- Poland _ Poznan
- Poland _ Warsaw
- Spain _ Madrid
- UK _ Reading
- USA _ Chicago
- USA _ Washington

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