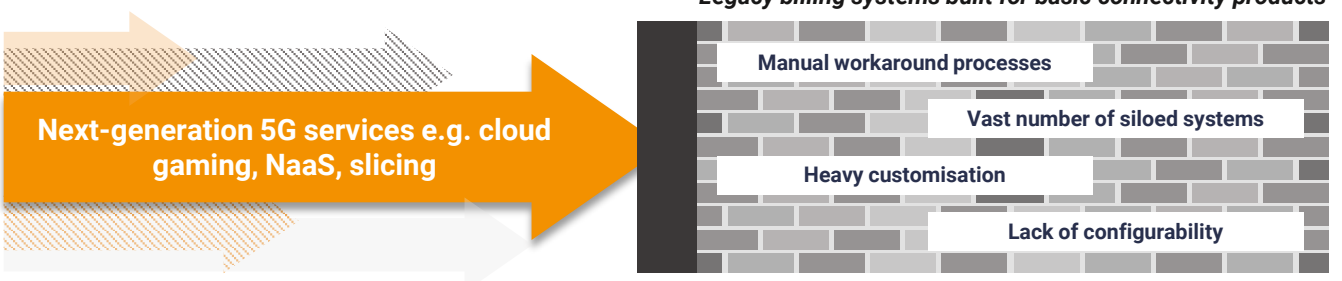


Why legacy billing restricts telco growth

Legacy billing systems were built for legacy telco services and will hinder operators' ability to deliver new 5G services and realise growth



To realise growth, operators need a fundamentally new approach to monetisation, that seeks to transform rather than consolidate.

For a typical Tier-1 operator, this new approach to monetisation can unlock several annual cost savings



- US\$13m from greater operational efficiency
- US\$53m from reduced customer complaints
- US\$102m from reduced customer churn
- ↑ 1.96% uplift in EBITDA

By adopting a more transformative approach, operators can...



1 Reduce billing operational costs

▶ With greater configurability, operators can streamline operations and reduce the need for manual intervention; reducing maintenance and management costs overall.

"It's the complexity of doing operations from the whole number of systems we have – billing and rating platforms – that make it highly inefficient in how we operate."

Technology & Innovation Manager, Tier 1 operator, EMEA



2 Speed up time to market for new products

▶ Automated service provisioning accelerates product development and eliminates the need for a new BSS implementation for every service launch.

"Improving BSS could improve 50% of whole time to market, or I imagine it should be more... If the catalogue is bad it takes 6-12 months [to take a product to market] - by this point you've lost a lot of momentum."

Principal Transformation Office, Tier 1 operator, EMEA



3 Improve customer experience

▶ Greater digitalisation of back-end billing processes supports timely and accurate billing, thus reducing customer complaints and churn.

"Before I wouldn't be surprised if 50-60% of calls were billing related, but now everything is transparent, so we never have complaints about this. It's a gamechanger."

Head of Digital Platform, Tier 1 operator, EMEA
MATRIX customer

What should operators do next?

Focus on transformation not consolidation

Consolidation provides only a short-term solution without effectively addressing underlying issues; more radical transformation will future-proof billing and charging operations.

Adopt innovative architectures for greater simplification

Drive simplification from system design: leverage converged architectures, prioritise low-/no-code solutions, opt for open and scalable structures.

Build the business case on cost savings

Highlight the significant potential for reducing hefty operating costs in system management and maintenance, as well as lowering infrastructure capital expenditure.

Find out more in the full report

Download the full report