

Solving the Un-Experience of Telecom Billing



The Compelling Impact of a Concept to Cash Digital Experience

For years, telcos have struggled with outdated revenue management systems that fail to deliver the seamless, digital-first experiences that modern consumers and enterprises expect. Billing inaccuracies and complex invoicing continue to be the leading sources of customer frustration, leading to high churn rates and unnecessary call center costs. Up to 50%* of all call center complaint calls are bill-related, costing telcos millions annually. Operationally, the complexity of billing system bloat and data siloes severely restrict the agility to easily price, bundle and launch new services, resulting in significant go-to-market delays and a competitive disadvantage.

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*STL Partners: Why legacy billing restricts telco growth

At the same time, the rise of AI-driven services, the expansion into non-telco sectors, the opening up of telco networks to third parties and the increasing demand for real-time financial clarity are reshaping the industry's approach to revenue management.

MATRIX and Billogram have joined forces to reshape telecom revenue management—delivering an agile, transparent and frictionless journey from concept to cash. This partnership enables telcos to not only eliminate the traditional pain points of billing but to turn every invoice into a strategic engagement opportunity, unlocking new levels of customer satisfaction and loyalty.

The Drivers for Change: Why Telcos Must Re-Think Revenue Management

The AI economy and usage-based billing. New AI workloads and the infusion of AI into existing communication and application services create a conundrum for telcos. On the one hand, telcos benefit from the automation aspects of AI in terms of reduced operational costs. On the other, those new services create a developing commercial challenge. How do you price, bill and invoice for an autonomous AI action that delivers value to a customer and prove that value was delivered? If an AI agent autonomously sets up a new connection and compute resource for an AI workload to improve its performance to end users, how will that be priced, billed and invoiced for, and how will the proof of value to end users be demonstrated? A revenue management approach capable of capturing those real-time transactions at scale, monitoring for financial compliance to service level agreements and capturing the proof of value delivered is crucial.

Competing beyond connectivity. The new digital commerce battleground. Telcos are increasingly expanding into non-core verticals such as insurance, retail and financial services, competing with established digital-native players that excel in frictionless commerce. Yet, rigid and outdated billing infrastructures prevent telcos from delivering the seamless purchasing and payment experiences that customers expect. Without an agile, end-to-end revenue management system, telcos risk falling behind their new competitors.

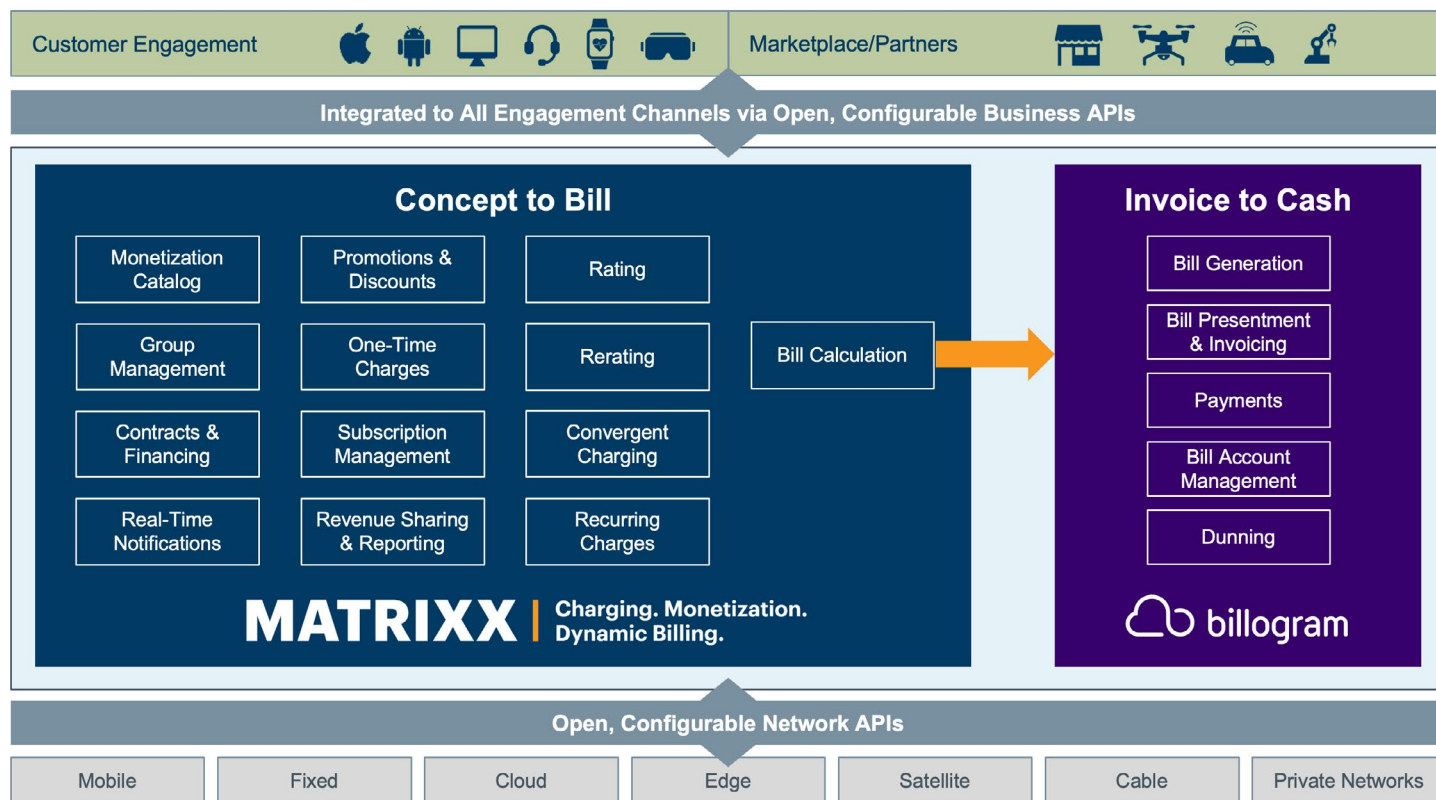
Network-as-a-Service. The opportunity for telcos to open up their network to customers and business partners via APIs will challenge them to deliver new pricing models and billing/invoicing agility, along with proof of value delivered. The pricing, billing, invoicing and proof of value delivery for B2B2X partner services, such as temporal, on-demand network slicing, will require a scalable, real-time revenue management approach if this opportunity is to flourish.

The persistent frustration of telco billing. Billing remains the number one source of customer complaints in the telecom industry, with call centers overwhelmed by disputes related to inaccurate charges, unclear invoices and unexpected fees. Despite attempts at consolidation, legacy systems fail to address the root issue: a lack of real-time transparency. Customers demand a clear, flexible and predictable billing experience—one that reflects the intuitive financial interactions they have with digital-first brands. This can only be achieved via best-of-breed, digital native platforms that deliver a coherent usage to cash process.

A Partnership That Redefines Revenue Management

The MATRIX and Billogram concept to cash solution delivers a truly unique revenue management experience for end users, telcos and business partners alike. Crucially, it delivers a simplified, unified approach across all operating segments (consumer, enterprise, wholesale, IoT, B2B2X and others) combined with the ability to unify all charges, payment models, billing and invoicing in one integrated solution. Covering key capabilities such as rating, charging, bill calculation, bill presentment, invoice generation, payment tracking and smart dunning, it delivers the transparency, accuracy, observability and trust, crucial for today's communication and application service delivery, while providing a truly agile and scalable solution to address new developments such as AI.

The MATRXXX and Billogram Concept to Cash Solution



It is increasingly clear that legacy revenue management approaches, beset by complex system bloat and inflexible data siloes, are incapable of meeting today's digital experience needs and are unfit for purpose for the developing needs outlined. Attempts by legacy vendors to address these shortcomings through offers such as billing consolidation are commercial smoke and mirrors that simply perpetuate those existing failings.

Both MATRXXX and Billogram share a common heritage. Born in the iPhone era, both organizations saw an opportunity to redefine how telcos delivered revenue management solutions that moved the industry away from the failings of legacy approaches. That shared digital pioneering mindset and a belief that telcos had a great opportunity to become digital leaders drove both organizations to excel in the provision of scalable, interactive, real-time revenue management solutions that are having a real, tangible impact on telco service delivery today.

MATRXXX Concept to Bill

MATRXXX Dynamic Billing addresses the challenges of outdated, costly and rigid billing systems by unifying revenue data and processes across every stage of the billing journey—from quote and order to consumption, charging and bill calculation. From subscriptions to high-volume, usage-based billing, Dynamic Billing adapts and scales as business grows, enhancing customer experiences while improving cash flow. Supporting all customer segments (such as consumer, enterprise, wholesale, IoT and B2B2X partners) and payment models (time of day, usage, subscription, one-off, contract and others), MATRXXX Dynamic Billing provides the supreme commercial agility needed to deliver a single source of truth for all commercial transactions.

Billogram Invoice to Cash

Billogram brings a next-generation approach to invoicing and payments, transforming the traditional invoice into a digital engagement tool. With real-time payment tracking, automated dunning and interactive billing experiences, Billogram enables telcos to maximize revenue collection while delivering an intuitive, seamless payment process that customers appreciate.

About Billogram

Since 2011, Billogram has redefined the invoice-to-cash process—transforming it from a static, back-office task into a strategic driver of efficiency and engagement. Our cloud-based platform streamlines every step from billing to payment, with automated workflows and smart dunning included. Billogram replaces fragmented systems with a single, intelligent flow that reduces manual work and boosts operational performance.

At the same time, the Billogram payment solution improves the end-customer experience by offering flexible, intuitive payment options tailored to individual preferences. This makes paying easier, accelerates cash flow, and strengthens customer relationships.

By aligning operational excellence with user-centric design, Billogram helps businesses get paid faster, reduce churn, and future-proof their revenue streams in an increasingly digital world.

billogram.com

About MATRIXX Software

MATRIXX Software delivers a dynamic billing, monetization and charging solution proven at scale. Global service providers like Telefónica, IoT providers like Tata Communications and network-as-a-service providers like DISH rely on MATRIXX to overcome the limitations of existing billing applications. MATRIXX provides a unified platform that transforms and simplifies billing operations across consumer, enterprise and wholesale businesses. With MATRIXX, operators can rapidly configure, deploy and monetize personalized offerings, enabling commercial innovation and real-time customer experiences that drive revenue and growth.

matrixx.com