

# Event Reconciliation System



## Summary

### Challenge

- Loss of revenue due to disputes
- Reduction in dispute resolution cycle
- Stop Margin erosion

### Solution

- Event Reconciliation System

### Benefit

- Reduction in dispute resolution cycle
- Stop margin erosion

## The Challenge

One of the key challenges facing carriers is to ensure that once traffic is exchanged, they are in a position to collect the anticipated revenues, and/or are able to verify that the invoiced amounts are correct. Differences in the telecommunication switches, mediation and data collection devices and billing systems, lead to discrepancies in measured traffic.

When disputes arise, the detective work needed to pin point the reasons behind differences and resolving disputes is cumbersome and costly. Challenges facing carriers, when confronted with a dispute are:

- Exchange data for disputed traffic period
- Identify problem areas
- Reduce the problem resolution cycle
- Reconcile your traffic, vs. traffic data of other party

- Identify discrepancies to satisfaction of both parties
- Allow transparent processes that satisfy other party
- Able to process all kinds of data formats easily
- Upload and compare large sets of data
- Improve revenue recognition,
- Reduce margin leakage due to arbitrary settlements
- Reduce the manpower and expertise needed to deal with reconciliation tasks

## The Solution

Event Reconciliation System is a Smart Client Application from Ascom that offers the facility to reconcile event records (typically Call Detail Records or CDRs). This service is offered in co-operation with our partner Conciler Limited.

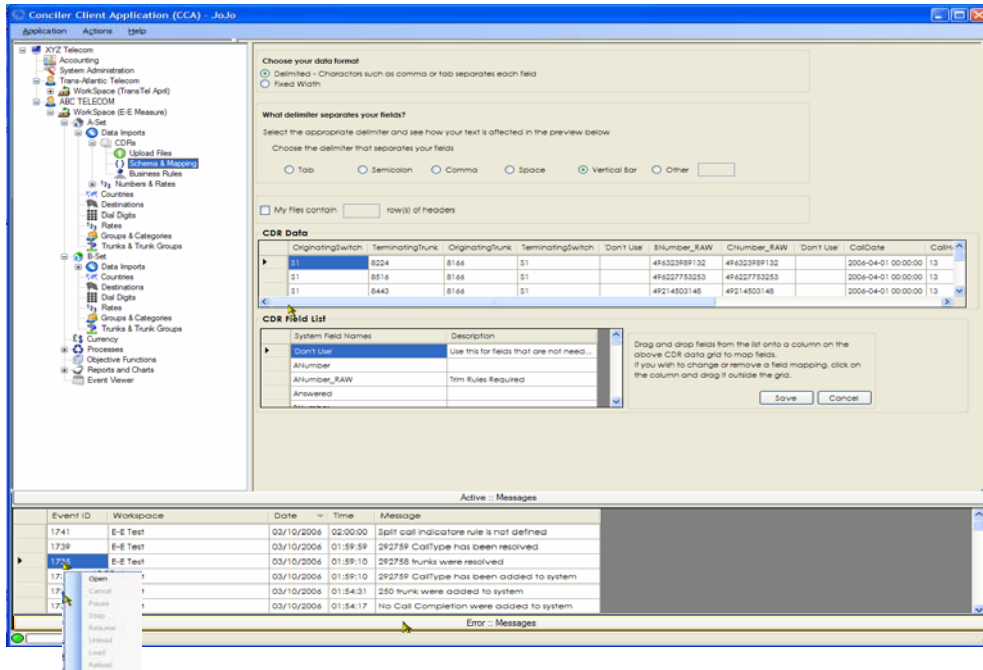
Event Reconciliation System enables carriers to upload their own records, as well as the records received from disputing partners.

Data from both parties are then compared to each other, and discrepancies identified.

Users are then able to view data in a variety of reports, as well as downloading the comparison data, for exporting to other applications. Carriers can also allow their partners to participate directly in the reconciliation and dispute resolution process, thus improving the transparency.

Event Reconciliation System is offered in two ways:

- Enterprise system, integrated into Inter-carrier Process Support system (InCaPS) from ASCOM, or other third party Billing and/or Revenue assurance system
- A service based solution, where carriers are subscribed to Event Reconciliation Service.



### Technical Issues

Event Reconciliation System is a Web-enabled Smart Client application. It uses the internet to communicate with the processing servers, yet it offers the look and feel of a desktop application and all the features and benefits of traditional desktop applications. Reports are delivered using Internet Explorer (6.0 or higher).

Processing server environment of Event Reconciliation System utilizes the Oracle Grid Computing Technology. Solution can be delivered on Linux, Windows or Unix platforms.

measurements, and stops margin erosion. It also opens the disputing parties to a more transparent mode of business and dispute resolution.

Event Reconciliation System operates independent of data format of any operator. Consequently, it can be used to reconcile data for periods which data need to be restored from archives, tapes etc.

The system supports all business cases with automated workflows and a convenient user surface.

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The back-end scales between a single server installation and a large server farm according to volumes to be handled. In multi server installations Storage Area Networks (SAN) are implemented.



### The Benefits

Event Reconciliation System offers a fast turn around for resolving disputes. It protects enterprise against habitual disputing clients, offers visibility to differences in

