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N E T W O R K S

Reconcile Wireless Network Equipment Inventory and Billing Systems for Maximum ROI and Operating Efficiency

In the U.S., the number of wireless devices now exceeds 104 percent of the total population, and nearly four out of every ten American adults live in wireless-only households. Yet, despite market saturation, demand for wireless network services continues to grow rapidly. This is due not only to the continued adoption of mobile phones and wireless Internet, but also the burgeoning market for machine-to-machine (M2M) communications in the Internet of Things.

The ability to meet this demand for wireless services requires significant investments in equipment, software and personnel. And one of the most essential tools needed is a robust operations support system (OSS) to enable accurate billing for data and services, thereby allowing the wireless service provider to quickly see return on their capital expenditure investments.

As the wireless industry continues to evolve, the performance of a carrier's OSS is more important than ever. An array of trends and issues – changing standards, IP convergence, mergers and acquisitions, M2M connectivity – all have an impact on OSS configuration and reliability, directly affecting the bottom line.

Data Integrity Challenges, Opportunities

Due to the size and complexity of nationwide telecom networks, it is not uncommon for carriers to pay for facilities or legacy equipment they are no longer using. Data integrity is the foundation of the network; therefore, regular validation of data integrity and billing reconciliation is key to solving billing discrepancies as business processes change, or new products and services are added.



Causes of Data Integrity Issues

- Poorly defined data systems
- Lost Assets
- Data Entry Error
- Underutilized assets
- Legacy equipment
- Unaccounted acquired assets
- Inaccurate meet point records

The first step in fine-tuning the network billing system is to review and map out the process work flow, in order to recommend improvements for greater efficiency. Secondly, opportunities for cost savings can be identified by revealing discrepancies with detailed analytics and reporting. Examples of these issues include data entry mistakes, unused facilities and underutilized capacity.

Next you will want to develop and execute an action plan to address identified issues. Finally, once these discrepancies have been resolved, it's critical that new standards and processes are implemented to prevent the reoccurrence of data integrity issues in the future. Upon completion of the complete reconciliation project, operational efficiency will be at its highest.

Telecommunication managed services provider Axcent Networks offers data integrity and billing reconciliation services, using in-house, custom data analytics comparing OSS data with billing support system data. Axcent Networks' turnkey project management services and tools help service providers gain greater visibility into equipment usage and overall network health and capacity for accurate billing and reconciliation.

In fact, during the past three years alone, Axcent Networks has helped customers build state-of-the-art networks while saving millions of dollars by disconnecting approximately 700,000 circuits as a result of mergers and acquisitions, technology conversions and billing discrepancies. For one particular customer, Axcent Networks disconnected roughly 140,000 circuits, at an average of \$350 per circuit, to achieve total customer savings of nearly \$50 million per month in recurring costs.

Network Optimization After Acquisition

In the case of a merger or acquisition, the ability to analyze all of the combined network assets is crucial to developing an accurate accounting of inventory. For example, a large multinational telecommunications corporation has a long history of relying on Axcent Networks to project manage data integrity and billing reconciliation for its nationwide wireless networks. When the carrier acquired another company, it quickly discovered that the two companies had very different inventory management standards.

According to the company's Vice President of Circuit Path Design and Ordering, less than 50 percent of the circuits had been inventoried at the time of the acquisition, requiring a massive audit in multiple locations.

The company called on Axcent Networks to create a solution to combine assets, assist with the network inventory migration, and develop a new source record from old databases and antiquated technology. As a result, the customer was able to complete the integration merger, while developing a plan to expedite growth and better manage capacity.

The Steps to Network Optimization for Billing Reconciliation and Data Integrity

1. Map out current process work flow
2. Analyze with BSS/OSS Network optimization tools and experienced team of telecom engineers.
3. Develop action plan on identified billing discrepancies.
4. Execute the plan with Axcent's experienced telecom engineers.
5. Verify network design completion and establish standards for future wireless network inventory management. Inaccurate meet point records

Axcent Networks migrated data from the two networks into a single source, resulting in a significant reduction in equipment required. Furthermore, the customer reported that with the help of Axcent Networks, the data migration process was six times more efficient than otherwise would have been possible.

Axcent on Assurance

Balancing network needs for today, with an eye on evolution for the future, requires considerable expertise in both legacy and next-generation technology. Axcent Networks partners with service providers to design, build, optimize and maintain state-of-the-art networks, tailoring their services according to each customer's specific business priorities.

Rapid mobilization, expert turnkey staffing and superior project management skills enable faster network deployments, an improved subscriber experience and optimal network performance. Axcent Networks' subject matter experts "speak the language" of IT for asset inventory management, and deliver the telecom expertise needed for complete end-to-end network management.

To learn more about how to optimize your network for maximum ROI and efficiency, contact Axcent Networks at www.axcentnetworks.com/#contact.

About Axcent Networks

Axcent Networks designs, builds and optimizes state-of-the-art telecommunications networks. An independently owned network engineering firm, Axcent Networks offers a range of end-to-end network solutions, including telecom managed services, turnkey project management and staffing. Our subject matter experts are highly experienced in traditional TDM, 2G, 3G, and 4G/LTE technologies.

At Axcent Networks, our emphasis is on connecting people with technology. Reflecting our commitment to quality, we have achieved and continue to maintain our TL 9000 Certification from the International Standards Organization. For more information, visit: www.axcentnetworks.com.

¹ 2013 Wireless Industry Survey Report. The CTIA Wireless Association, June 2014:
<http://www.ctia.org/your-wireless-life/how-wireless-works/annual-wireless-industry-survey>