

# The challenges of our digital world

1.5%

is the annual revenue leakage rate for service providers (TM Forum)

The digital age is presenting service providers with multiple, new, and very complex challenges implementing adequate business assurance.

There is an ever-growing demand to release new services, pressure for fast time to market, as well as an ever-increasing number of channels through which customers can consume these new services.

New technologies, new services and time pressure is a recipe for higher financial risk exposure. This is compounded by the fact that as service providers become more fragmened, the greater the number of places there are where further financial damages can occur.

This, together with the accelerated proliferation of fraud and cyberfraud, is placing the very survival of the business at risk.

The threat is at an all-time high.

# New technologies new challenges



## **THE CLOUD**

migrations, hybrid complexities, distributed computing



## EMERGING TECHNOLOGIES AND SERVICES

5G, IoT, real-time transactions



### **DIGITALIZATION**

growth in cybercrime, unknown unknown inknowns risks

The need for an industry-specific, Al-powered business assurance solution has never been greater.

This is where Amdocs cVidya comes in.

## Amdocs cVidya business assurance

Amdocs cVidya offers service providers an Al-powered, offering with solutions that reduce revenue leakage and minimize the risk of fraud throughout the full business assurance lifecycle, including:



#### **ACQUISITION**

reducing revenue leakage during partner acquisition; and minimizing the risk of acquisition, subscription, and dealer related fraud



#### **BEHAVIOR**

reducing revenue leakage through payment, revenue, and transformation assurance, as well as providing data quality management; and minimizing the risk of fraud associated with real-time billing, usage, online credit card, and other transactions



#### CARE

reducing revenue leakage through revenue assurance relating to partner payments and collection, and minimizing the risk of fraud related to credits and refunds as well as customer care programs

Our services are designed to ensure proactive, faster, and more accurate prediction, prevention, detection, and resolution of revenue leakage, fraud, and cyberfraud, and to improve overall operational inefficiencies.





## FRAUD MANAGEMENT

proactively predict & prevent fraud

- Detect and prevent all telecom-related fraud threats
- Leverage multi-layered protection for optimal fraud prevention
- Mitigate the newest and most complex fraud scenarios



## REVENUE ASSURANCE

reduce revenue leakage with intelligence

- Full coverage of all revenue streams
- Future ready for 5G, IoT, cloud
- Embedded machine learning together with analytics and automation



### **SMART BILL QA**

analytics & automation for bill-focused assurance

- Analytics-based root cause analysis
- Proactive pre-billing QA and bill shock prevention
- Increased bill accuracy and customer satisfaction



## MACHINE LEARNING SERVICES

mitigate the risks of the digital age

- Proactively predict and prevent new FM/RA events
- Gain new insights for multiple LOBs
- Identify unknown unknowns incidents in the service provider's ecosystem

## results that outperform expectations

### **FRAUD MANAGEMENT**

Tier-1 service provider in the US 10.8 million subscribers

\$3.5 M

of annual savings within 4 months

## **REVENUE ASSURANCE**

Tier-1 service provider in Central Europe

20 M subscribers

Reduced time to analysis by > 10X

#### **SMART BILL QA**

Tier-1 service provider in APAC 2.5 million subscribers

\$11. 4 M

in leakage detected

## **MACHINE LEARNING SERVICES**

Tier-1 service provider in EMEA

30 M subscribers

Detected loyalty points fraud, suspicious PoS transactions, abuse of negative prepaid balance, and more



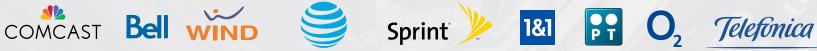
# leading service providers are selecting amdocs cVidya









































To learn how Amdocs cVidya can help you to protect the business for ensuring growth, we invite you to reach out to us at amdocscvidya@amdocs.com.

## about amdocs

Amdocs' purpose is to enrich lives and progress society, using creativity and technology to build a better connected world. Amdocs and its 25,000 employees partner with the leading players in the communications and media industry, enabling next-generation experiences in 85 countries.

Our cloud-native, open and dynamic portfolio of digital solutions, platforms and services brings greater choice, faster time to market and flexibility, to better meet the evolving needs of our customers as they drive growth, transform and take their business to the cloud. Listed on the NASDAQ Global Select Market, Amdocs had revenue of \$4.1 billion in fiscal 2019.

For more information, visit Amdocs at www.amdocs.com



www.amdocs.com

© 2020 Amdocs. All rights reserved.