

Cutting Costs with Effective Data Clearing House Services

Infozech's Intra Circle Roaming solution is a roaming settlement solution that helps a leading telecom services provider to prevent revenue leakages through roaming usage, and enables cost effective service in data clearing house.

The customer is a leading Indian mobile network operator with a subscriber base numbering in millions, and covering 21 circles across India.

Challenges

The client used to have all its intra circle roaming settlements done through a Data Clearing House (DCH). This was a cost-intensive process.

In addition, the DCH that the customer was working with did not process or generate rejections (RAP files), leading to loss of revenue. The DCH also took 24 hours to generate High Usage Reports (HURs), leaving the customer at high risk of revenue loss through high roaming usage.

The customer was looking for a solution that would help reduce the existing settlement cost. It wanted to replace the existing DCH with a new system that was capable of handling intra circle roaming records.

Why Infozech

Infozech provides end-to-end business support solutions with enhanced functionality for telcos. The company has built an edge in the market, based on its strong client focus, mature customer deployment and support processes, demonstrated delivery and customer support capabilities, and skilled personnel. Infozech offered a business-centric managed services solution that was cost-effective and offered great value. In addition to this, Infozech guaranteed close involvement, with handholding and extensive training during the deployment phase, and support after launch.

Solution

To help the customer solve the challenges it was facing, Infozech proposed its Intra Circle Roaming solution (ICR) as a managed service. ICR is a fully automated system that requires minimum resources to manage. The features it offers include:

- Fully automated processing of TAP files, with generation of delivery and error reports

- Ability to process In-Roaming records and send them to partners, as well as process Out-Roaming records coming from partners
- Alarm function, enabling the administrator to manage timely delivery of TAP files
- Option to define size of TAP-OUT files for optimization
- Generation of Voice/SMS CD files and GPRS TD files for the same operator
- Built-in checks for IOT of TAP files
- Flexible validation and formatting rules to comply with GSMA standards (TD.57 and TD.32)
- Processing and identification of duplicate records

The ICR solution offered the customer several advantages. These were:

- **Seamless implementation:** Infozech completed the pan-India rollout of the ICR solution within three months, without interrupting the customer's operations.
- **Scalability:** Since ICR is well equipped to handle high volume transactions the customer gets a high degree of flexibility. Currently, ICR is handling 70 million transactions per day.
- **Quicker service delivery through onsite support:** Infozech brings in qualified and trained personnel to provide onsite support for day-to-day operations.
- **Higher data security:** The customer also gets better data security, as all data is stored at its own Network Operation Centre (NOC).

Benefits

The benefits observed since deploying the solution include:

1. **Reduced Opex:** ICR has helped the customer reduce operating expenditure by more than 50%.
2. **Revenue leakages arrested:** Infozech's ICR can process RAP files along with TAP files, and can generate High Usage Reports (HURs) in only 4 hours. This means that the customer's exposure to roaming usage and revenue leakage is significantly reduced.
3. **Greater transparency, faster turnaround:** With access to the whole month's data through the ICR portal, the customer's Revenue Assurance (RA) department can carry out frequent reconciliations, thus greatly reducing turnaround time at the end of the month. Any mismatches can also be identified and escalated immediately, and resolved faster.