



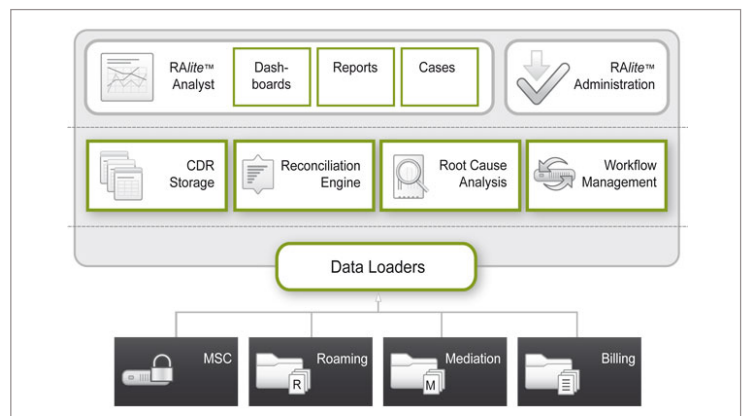
## XINTEC RA HealthCheck

Starting a revenue assurance programme poses a dilemma - how can you justify a programme without knowing what your losses are, and how can you calculate your losses without having a tool?

XINTEC's RA HealthCheck was developed to address just this issue by using a snapshot of your data and a version of *RA/ite™* to provide an estimate of the values involved within a short timescale, usually less than four weeks.

*RA/ite™* is an easy-to-deploy revenue assurance system that was designed to assist Communication Service Providers (CSPs) with their usage assurance. It identifies and measures the leaks.

The system can automate existing manual reconciliation, providing additional auditing and drill-down capabilities. As well as capturing the on-going benefits from existing work, it also releases the RA team to address other areas of leakage which, in turn, can subsequently be automated using *RA/ite™*.



### What does XINTEC RA HealthCheck offer?

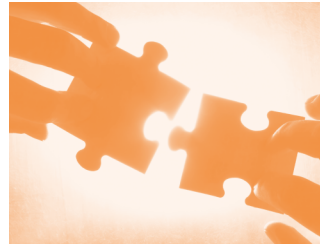
Leakages come from two sources; process errors and system issues. In order to develop a strategy, you need to know your performance in both of these areas - hence the twin focus of the HealthCheck.

#### The process assessment

A structured walkthrough from sale capture to bill payment is conducted to ensure that the Consultant understands the different processes involved and how they might inadvertently create inaccuracies, as seen in the root cause analysis of the data.

#### System data analysis

Data is taken from a number of different systems within the CSP and loaded by the Consultant into a standalone version of *RA/ite™* and the output analyzed using the standard reporting tools available. The results are presented in the final report giving an estimated value of the inaccuracies, based upon the data offered up. Typically the analysis would cover, as a minimum, subscriber accuracy, service accuracy, bill generating, rating and bundling checks. Other checks depend upon the actual CSP and the data it chooses to make available. Clearly, this element depends upon having suitable data extracts available from the system elements, hence the need for pre-planning and pre-visit information exchanges.



## The XINTEC RA HealthCheck process

The HealthCheck consists of some pre-visit work followed by a week of intensive on-site work.

The pre-visit work collates key information about the network and systems to be assessed, agrees the data sources to be utilized for the analysis, ensures that the necessary meetings with key individuals are set up and that any necessary on-site facilities are available. The quality and completeness of this information has a considerable impact on the effectiveness of any HealthCheck.

The on-site work comprises an accompanied series of meetings with the key individuals to understand how the different departments interact, to gather examples to test the processes and the walkthrough of those processes. The data provided by the client is manually loaded onto RA*lite*™ and, if required, a short demonstration of its functionality can be undertaken, although the main aim of the HealthCheck is not a proof of concept and should not be viewed as such.

Prior to departing, an abbreviated report will be presented to the host and other interested parties giving the findings and recommendations, and to take any questions and CSP feedback. The timescale is deliberately tight to ensure that momentum created within the CSP is not dissipated waiting for the final report from XINTEC and to ensure that the results remain valid and are not compromised by changes within the CSPs' organization.

The consultant remains available to answer further queries and guidance for a further two weeks.

Note: each HealthCheck is bespoke to an individual CSP to reflect their specific requirements, the information provided above is representative of a typical HealthCheck.

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