

How much revenue is your company losing?
Service Providers incur an average of two-percent revenue leakage. (TM Forum, 2011)

Project Overview

Agility Solutions' Service Profitability approach targets individual services that are financially performing below expectations. This leads to immediate revenue improvements for customer billing errors, cost reductions for eliminating unnecessary network expense, and prioritization of customer pricing issues that can be corrected upon term renewal.

Key Benefits

- ✓ **Pilot Market** – We can start with a defined number of example opportunities in a small, controlled initial scope.
- ✓ **Fast Recoveries** – Our strong data analytics capabilities allow us to isolate exceptions quickly and allow for immediate wins.
- ✓ **Recovery Opportunity** – Previous projects have seen 20%-40% of services have profitability issues within the first two years of install.
- ✓ **Success-Based Model** – Projects are guaranteed to yield a payback within the first year.

Profit Assurance Life Cycle



Maximizing Profit Recoveries

Agility Solutions' approach is to consider every case where Actual Margin is less than Expected Margin, leading to a greater impact on the bottom line.

Case Studies**ISSUE****ACTION****RECOVERY****CASE 1****“Stuck” Billing Task**

Agility Solutions identified a breakdown in the Order Entry system. Orders were moved to a completed status prior to all tasks being completed – which prevented billing from starting. Agility Solutions coordinated with billing to correct the issue and add the services to the customer invoice.

**\$100K+ Monthly
Recurring Revenue**

CASE 2**Billing Disconnect**

Multiple OC-level Hubs were identified as active in inventory and not billing to the customer. A customer requested disconnect was found for multiple lower-level circuits riding the OCs – and billing was ceased for all circuits. Agility Solutions identified additional circuits riding the OCs, confirmed with the customer that they were in use, and re-instated billing.

**\$10K+ Monthly
Recurring Revenue,
\$100K+ non-
recurring revenue**

CASE 3**Incorrect Currency**

By performing a comprehensive audit of customer orders to customer invoices, Agility Solutions identified numerous services that were billing the incorrect currency to the customer, resulting in lost revenue for our client. Agility Solutions worked with the Billing Operations team to issue new orders, correcting the currency on each of the services.

**\$15K+ Monthly
Recurring Revenue**

Why Use Agility Solutions?

Agility Solutions is confident in our ability to deliver profit recoveries to your business. With our success-based fee model, Agility Solutions only gets paid if we deliver results. The Service Profitability projects have a built in first-year ROI of 100% or more.

Additional Agility Solutions Facts

- Extensive experience in telecommunications
- In-depth understanding of telecom systems and processes
- Data specialists who quickly summarize complex sets of data to identify cost savings