XCELERATE TRAINING INSTITUTE

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ACCOUNTING & FINANCE

Revenue Assurance and Fraud Management in Telecom Training Course

DURATION	LANGUAGE	FORMAT
10 days	English	Classroom / Online

Upcoming dates

Dates	Venue	Format	Fee
4 – 15 Jan 2027	Live online	Online (live)	€1,800
8 – 19 Feb 2027	Casablanca	Classroom	€8,250
12 – 23 Jul 2027	Live online	Online (live)	€1,800

Register or ask a question

Online: x8ti.com/course/revenue-assurance-and-fraud-management-in-telecom-tr…

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Revenue Assurance and Fraud Management in Telecom Training Course

Introduction

Revenue Assurance (RA) and fraud management are critical in the telecommunications sector. RA helps professionals improve profit and revenue through processes and data quality methods, while fraud management aims to safeguard gross revenue by identifying and combating fraudulent activities. These concepts are essential for managing, creating, saving, collecting, and assuring revenues.

Learning Objectives

By the end of this course, participants will be able to:

- Understand the impact of future services and networks on RA.
- Comprehend the interfaces and boundaries of billing support systems.
- Diagnose, analyze, and reclaim profit leakages.
- Implement end-to-end RA strategies.
- Develop anti-fraud strategies and systems.
- Ensure network integrity through tests and audits.
- Utilize warehousing and data mining in RA.
- Report the impacts of RA.

Training Methodology

Xcelerate Training Institute designs courses to meet the needs of professionals and the industry. Training sessions are interactive and include projects, role-playing, and discussions to simulate real-world scenarios. Trainers bring hands-on experience and expertise to guide participants in applying methodologies and strategies effectively. The course follows the Do–Review–Learn–Apply Model.

Benefits for Your Organisation

Organizations will benefit from:

- In-depth understanding of networks to prevent revenue loss from fraud.
- Skilled employees capable of detecting and fixing revenue leakages.
- Increased profits and reduced risks.
- Improved internal systems and operational efficiency.
- Recovery of revenues for unbilled services.
- Effective risk management.
- Up-to-date strategies for RA and fraud management.
- Proactive measures to prevent future revenue leakages.

Benefits for You

Participants will gain:

- Enhanced understanding of IT and networks.
- Proficiency in using computers and software.
- Confidence in their knowledge and skills.
- Ability to develop effective RA and fraud management strategies.
- Expertise in understanding and mitigating fraud.
- Knowledge of market trends and best practices.
- Positive influence on colleagues with expert knowledge.
- Real-world experience in RA and fraud management.
- Critical thinking and analytical skills.
- Ability to create comprehensive reports on RA to mitigate future risks.
- Participation in decision-making processes due to in-depth fraud analysis.

Who Should Attend

This course is ideal for:

- Revenue Assurance Managers ensuring data accuracy and timely payments.
- Financial Controllers managing cash flow, budgeting, and reporting.
- Internal Auditors improving company processes and operations.
- Fraud Analysts detecting and resolving fraud.
- Application Support Professionals identifying and solving system issues.
- Product Managers ensuring revenue against products.
- Project Managers planning and generating revenue.
- Telecommunication professionals in RA and fraud detection.
- Individuals interested in acquiring RA and fraud management skills.

Course Outline

Underlying Concepts of Revenue Assurance (RA)

- Use and Implementation of BSS
- Managing BSS Interfaces (External and Internal)
- VPN
- Collaboration and Messaging
- Internet and Cloud Services
- Billing Process Model
- Billing Errors and CDRs’ Causes
- Communications and Culture
- Mobile Networks (3G, 4G, 5G)

Pricing and Rating

- Service Order Process
- Best Practices of Pricing and Rating

Sending Invoices to Customers

- Convergent Billing
- Accuracy of Bills
- Advanced Methods
- Collecting Bills
- Mobile Billing
- IP Billing

Mediation Process

- Technology as a Support
- Billing Mediation Process
- Customer Care

Introduction to RA

- Definition of RA
- Best Practices
- Importance of RA
- RA Department as a Profit Centre
- Issues at Debit Collection Stage
- Loss of Revenue and Product Design
- RA KPIs

Today’s Market and RA

- Cost-Effective Service Provisioning
- Collection Processes
- Minimizing Fraud and Bad Debt
- Tariffing, Billing, and Rating
- Strategies for Churn Management and Termination
- End-to-End Revenue Assurance Strategy

Auditing and RA

- Audit Team Roles and Functions
- Regulatory Problems
- Operator Responses to Problems

RA Processes

- User Acceptance Testing
- Management of Tables
- Event Management and Control
- Rate and Invoice Verification

- Issue Tracking and Resolving
- Management of Errors
- Systems Interface Management
- Metrics and Management Reporting
- End-to-End Reconciliation
- Invoice Processing and Distribution

Revenue Leakage

- Definition and Causes of Revenue Leakage

Introduction to Fraud Management

- Evolution of Fraud
- Changing Mindset to Catch Fraudsters
- Identifying Risks
- Valuation Assessment
- Best Practices in Fraud Management

Assessing Risks

- Risk Assessment Process
- Non-Airtime Fraud Assessment
- Airtime Fraud Assessment
- Analyzing Internal Risks

Types of Frauds

- Roaming
- Partnership
- Subscription
- Premium Rate
- Interconnect
- Prepaid
- Content and Value-Added

Detection and Prevention of Fraud

- Packet Networks
- Switched Networks
- Other Best Practices

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Registration Form

Revenue Assurance and Fraud Management in Telecom Training Course

Preferred dates: ..... Venue or online: .....

Duration: 10 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

Person responsible for training & development

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

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Register online
Open the course page