Assessing revenue intelligence

Prevent fraud and protect revenue

Hewlett Packard
Enterprise

Your customers change. The services you offer change. Your interactions with your customers change. Your revenue intelligence organization and its people change. Convergent services are a complicated and often costly business. Between delivering the service, collecting the cash, and controlling the fraud threats, you face change, in both magnitude and scope.

The HPE Fraud Management and Revenue Assurance assessment is essential to optimize revenue protection.

An effective revenue intelligence organization needs to keep pace with a constantly changing market and environment. Moreover, it is common for these organizations to assume expanded responsibilities, with level or even reduced resources.

Compounding challenges, revenue intelligence personnel often change, resulting in new users who may lack experience and adequate training. Even seasoned users may not be current on the latest fraud management and revenue assurance techniques used in the marketplace.

Given the dynamic situation in which they operate, it is not surprising that some fraud management practices and revenue control processes become dated. The productivity of analysts and the system's performance both plateau. All of these issues present opportunities for fraudsters, who are continually seeking new loopholes to perpetrate their crimes.

Ad-hoc reactive approach to revenue assurance is not enough to control margins and survive in the emerging aggressive competition. To succeed, you need to evolve your revenue intelligence organization. It requires a holistic approach that spans your business and operational processes, systems, and data to help maintain high performance and results—and safeguard revenue—as business and market changes occur.

HPE Fraud Management and Revenue Assurance assessment

In its Fraud Management and Revenue Assurance assessment, Hewlett Packard Enterprise (HPE) revenue intelligence experts provide a thorough evaluation of your revenue intelligence organization, processes, and technology. They help with needed tuning to detect fraud earlier, and prioritize cases more effectively for analyst review. Evaluating the various channel sales, customer interactions and supply chain improve protection, loss prevention, asset protection, audit and risk management. Working collaboratively, our team can help you adeptly equip your revenue intelligence organization for change.

Overview
An interactive workshop typically performed on-site over two to four days, reviews the existing fraud and revenue assurance operational models, roles, and responsibilities in your organizations, current systems use, and performances.

We evaluate the current operational model, existing process, and fraud management solution. This is in order to agree on key priorities for your revenue intelligence transformation. This collaboration results in better fraud detection, revenue investigation and resolution, as well as improved revenue protection in the midst of ever-changing business and market environments.

The HPE Fraud Management and Revenue Assurance assessment is a flexible consultancy based on your unique needs.

Key benefits

- Enable business strategy alignment with full use of revenue intelligence to detect fraud risks as rapidly as possible and intercept revenue loss, increasing fraud effectiveness and margins

- Adopt HPE best practices and methodology and reference industry standards

- Improve workflow, including case analysis and investigation, advancing the efficiency of your team

- Assess staffing, roles, and training sufficiency

- Increase awareness of new regional and international fraud trends, and assist in preparing your fraud solution and organization to proficiently handle such emerging trends

- Prepare your fraud system and team for new and anticipated business requirements

To learn more

Contact your local HPE representative to schedule a workshop session.

What our workshop offers

The HPE Fraud Management and Revenue Assurance assessment is a flexible consultancy based on your unique needs.

It is an on-site assessment, typically two to four days in length, with a followed off-site activity to present gaps and transformation opportunities. It is designed to help you meet your fraud management business goals including:

- Detect the current level of maturity

- Optimize results

- Reduce time to resolution through more effective analysis, investigation, and workflow

- Be ready for future technology innovations

- Cut operating expenses and capital expenses

Business strategy evaluation

Hewlett Packard Enterprise consultants review your current strategies, policies, and procedures of your organization to reveal key stakeholders and key performance indicators. They ask:

- Are the various detection and analysis techniques being used correctly, and as intended?

- Do you have a clear vision of strategic objectives for your company that include the fraud department?

- Are there future business requirements you would take in control?

Technical health check/operational assessment

HPE works with your staff to perform on-site evaluations of existing solutions for fraud detection, controls area, and overall fraud detection practices, including case creation rates and efficacy.

Our team can help configure and adjust critical knowledge settings, including thresholds, patterns, blacklists, hot destinations, alarm counts and severities, and case types/rankings. We also evaluate current workflows and escalation procedures, lack and efficiency of organizational structures in charge of fraud management, and loss prevention.
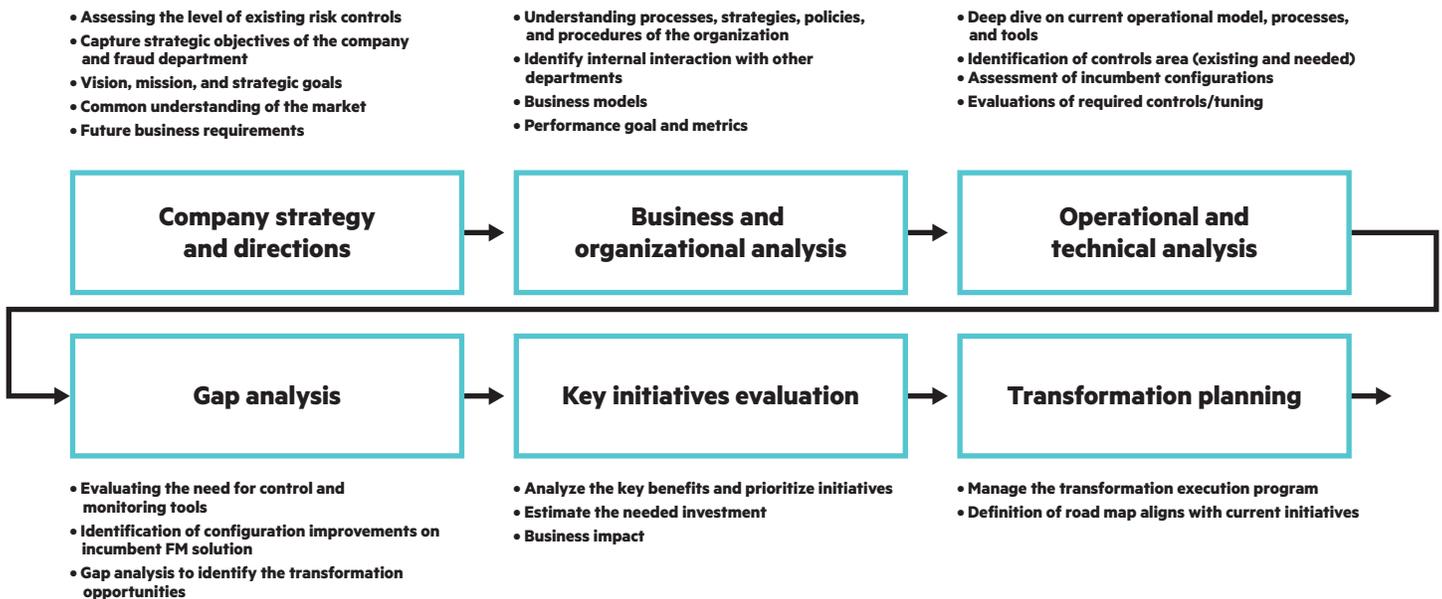
- **Assessing the level of existing risk controls**
- **Capture strategic objectives of the company and fraud department**
- **Vision, mission, and strategic goals**
- **Common understanding of the market**
- **Future business requirements**

- **Understanding processes, strategies, policies, and procedures of the organization**
- **Identify internal interaction with other departments**
- **Business models**
- **Performance goal and metrics**

- **Deep dive on current operational model, processes, and tools**
- **Identification of controls area (existing and needed)**
- **Assessment of incumbent configurations**
- **Evaluations of required controls/tuning**

Company strategy and directions	→	Business and organizational analysis	→	Operational and technical analysis
Gap analysis	→	Key initiatives evaluation	→	Transformation planning

- **Evaluating the need for control and monitoring tools**
- **Identification of configuration improvements on incumbent FM solution**
- **Gap analysis to identify the transformation opportunities**

- **Analyze the key benefits and prioritize initiatives**
- **Estimate the needed investment**
- **Business impact**

- **Manage the transformation execution program**
- **Definition of road map aligns with current initiatives**

Figure 1: HPE Revenue Intelligence assessment transformation approach: from definition of the strategy to execution

Gap analysis and evolution roadmap

Our team provides recommendations in terms of solutions improvements, evaluating the need for control and monitoring tools, identifying configuration improvements on the incumbent FM solution. We will define use cases, based on captured issues, and provide financial impact analysis, based on the transformation initiative required for higher efficiency and effectiveness.

Our experts work with your team to prioritize technical and organizational modifications required to support expected business requirements. Based on analysis outcomes, transformation initiatives are translated in an execution roadmap to fulfill the required evolution objectives.

HPE expertise at your service

Fraud intelligence

Our experts share with you regional and worldwide fraud trends and threats. We can help determine if your solution is sufficient, and whether your organization is properly   equipped and trained to control fraud. We will outline monitoring tools and configuration improvements, incumbent on an effective fraud management solution.

Our experts also bring the knowledge of more than 90 service providers' fraud organizations worldwide. Accordingly, our consultants can help you gain from the experience of other fraud system users facing many of the same situations you encounter. You can learn techniques proven useful in similar circumstances. This enables you to proactively deploy relevant techniques and circumvent complications before they arise.

HPE revenue intelligence experts provide a thorough evaluation of your revenue intelligence organization, processes, and technology.

Future planning

The HPE Fraud Management and Revenue Assurance assessment also identifies areas where further development is warranted. For example, users or administrators may need supplemental training. New fields or data feeds may be needed to handle anticipated new services.

Our team provides recommendations in terms of business requirements identifying needs per stakeholder. Our experts will define use cases, based on captured issues, and provide financial impact analysis, based on transformation initiatives required for higher efficiency and effectiveness. They work with your team to help identify the system and organizational modifications required to support expected business requirements.

The HPE Revenue Intelligence assessment benefits are:

• Optimized threats classification

• Improved risk identification and control

• Improved financial performance and operational efficiency

• Business impact analysis

• Qualification and quantification of business gains—performance metrics

• Support for new technologies and trends, including mobile money, machine to machine, LTE, and more

All these items are critical for success and at least one, performance measures, may be mandated at some point by your executive leadership. As a follow-on initiative, our consultants can help your team quantify fraud losses and demonstrate savings from loss avoidance. Well-constructed and communicated fraud management metrics can help mitigate conflicting goals, encourage desired behavior, and align stakeholders' expectations.

During the workshop, Hewlett Packard Enterprise consultants can review existing fraud management   metrics. Going forward, they can help design and refine metrics that are meaningful to you and your internal customers.

As a complement to performance metrics, our experts also can provide insight into how your fraud organization can increase the value it delivers to your company. We can suggest modifications the team may want to consider making to increase its value-add. We then can work with you to put these ideas into practice, including review of current and planned staffing, in the context of achieving greater benefit.

As a result of this assessment, you and your fraud management team are better equipped to adeptly, efficiently, and effectively manage the many changes you continually face. The outcome of the assessment is an increased confidence that you are using the full power of your fraud management system.

You also are armed with better information so your fraud organization can achieve greater productivity, and continue to deliver high-performance results as new services emerge, data volumes grow, and fraud threats increase.

HPE Services offers a broad portfolio of solutions to help navigate your transformational journey:
- Drive your business transformation.
- Shorten time to revenue and mitigate project risk.
- Provide high availability and operational efficiency.

Customized to your unique needs

The HPE Revenue Intelligence assessment description provides a general indication of the topics, reviews, and evaluations performed. Since your organization and its needs are unique and dynamic, the workshop can be tailored to best meet your goals. You are encouraged to discuss options with your local Hewlett Packard Enterprise representative.

HPE Revenue Intelligence portfolio

The HPE Health Check and Optimization Workshop is specifically designed to improve the return you achieve from your fraud system, whether it is the HPE CentralView Fraud Risk Management solution, an internally developed fraud management system, or a fraud management system from another vendor. The time needed to conduct a proper assessment for the latter two categories may exceed the two to four days typically required for an HPE Revenue Intelligence Workshop.

Moreover, the workshop can be applied to other solutions in the HPE Revenue Intelligence portfolio family. Modular, out-of-the-box HPE Revenue Intelligence solutions, featuring HPE CentralView, combine monitoring and analysis capabilities to transform data into customer-centric, right-time revenue intelligence that drives better business decisions. Each solution provides insights for solving a specific revenue challenge.

HPE solutions include:

- **Fraud Risk Management** to prevent fraudulent use of all types of network assets.

- **Revenue Leakage Control** to detect, address, and prevent end-to-end revenue leakage from even the most advanced services.

- **Dealer Performance Audit** to determine whether dealers are helping or hurting financial performance.

- **Credit Risk Control** to predict and mitigate the risk of customers defaulting on their payments.

- **Subscription Fraud Prevention** to expose and stop identity, and other forms of subscription fraud, as early as point-of-sale.

- **Roaming Fraud Control** to reduce call selling and other types of roaming fraud quickly.

- **SIM Gateway Fraud Control** to detect and prove that traffic is bypassing interconnect gateways to avoid charges. (This functionality is included in the HPEFraud Risk Management solution, but also is available as a standalone.)

HPE Revenue Intelligence solutions can be implemented either as a standalone, or in any combination. Additionally, the underlying flexible, open, standards-based platform accelerates time to results, and can be used to create new solutions for unique needs. Rounding out the portfolio is the expertise of the HPE Services and support team, with nearly 20 years of revenue intelligence success at service providers worldwide.

Expand the value of your HPE Revenue Intelligence solution

HPE Services offers a broad portfolio of solutions that can help you navigate your transformational journey.

Drive your business transformation
HPE Solution Consulting Services helps define your business transformation and translate strategies into actionable solutions.

Shorten time to revenue and mitigate project risk
HPE Solution Delivery Services maps your business needs and accompanies you through the entire solution lifecycle.

Provide high availability and operational efficiency
HPE Solution Management Services provides reactive and proactive solution support and ongoing operating services.

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