FIN-121 - Assurance de l'intégralité des revenus et gestion de la fraude

Note: La description de cette formation n'est présentement disponible qu'en anglais. Nous pouvons toutefois offrir la formation en français sur demande.

Description

A 5-day training course integrating theoretical presentations, exercises, case studies and workshops that will:

- Guide the participants through the entire billing process and provide them with best practices to successfully and accurately bill customers
- Equip participants with the knowledge, tools and best practices to manage and control telecom fraud

Learning Outcomes

At the end of the course, participants will be able to:

- Understand the boundaries and interfaces of billing support systems
- Use best practices to gather accurate data
- Possess the leading tools to define charges and bill customers for mobile services – prepaid and postpaid services for 2G, 3G and LTE networks
- Implement an effective process for IP, interconnect and roaming billing
- Understand leading approaches in revenue collection and billing mediation
- Know how to identify fraud risk using current assessment techniques
- Identify the various types of service-related telecom fraud using best practices
- Possess the latest tools to identify fraud attacks, use prevention technologies and implement counter-measures in fixed, mobile and IP networks

Topics

**Note: the course structure may be subject to change as trainings are updated on a regular basis.*

Part 1 - Telecom billing

Understanding the boundaries and interfaces to billing support systems

- Implementation and use of Billing Support Systems (BSS)
- How to effectively manage internal and external interfaces

The service order process

Rating and pricing

- The service order process
- Best practices

Billing and collection: invoicing the customer

- Ensuring billing accuracy
- Convergent billing
- Collection systems
- Leading approaches

Mobile billing

- Prepaid
    - 2G & 3G models (including CAMEL)
    - The challenges of 4G prepaid billing
    - Best practice
- Postpaid
    - 2G & 3G models
    - The challenges of 4G prepaid billing (TAP 3)
    - Best practices
- Others

IP billing

- Understanding the challenges and leading approaches for IP billing
- The end-to-end IP billing process

Interconnection and roaming billing

Billing mediation

- Platform technology
- Event processing and data collection
- The billing mediation process

Customer care

- Trends and best practices

Workshops and case studies

Part 2 - Fraud management

Evolution of fraud

Thinking like a fraudster

Fraud risk

- Identifying the risks and weaknesses
- Grading the risks (vulnerability assessments)
- Best practices

Risk assessment

- Developing a process for risk assessment
- Conducting airtime fraud and non-airtime fraud risk assessments
- Analysis of internal fraud risks

Service vulnerabilities

- Subscription fraud
- Partnership fraud
- Interconnect fraud
- Premium rate fraud
- Roaming fraud
- Content and value-added fraud
- Prepaid fraud

Fraud detection and prevention

- Switched networks
- Packet networks
- Best practices

Data mining applied to fraud detection and prevention

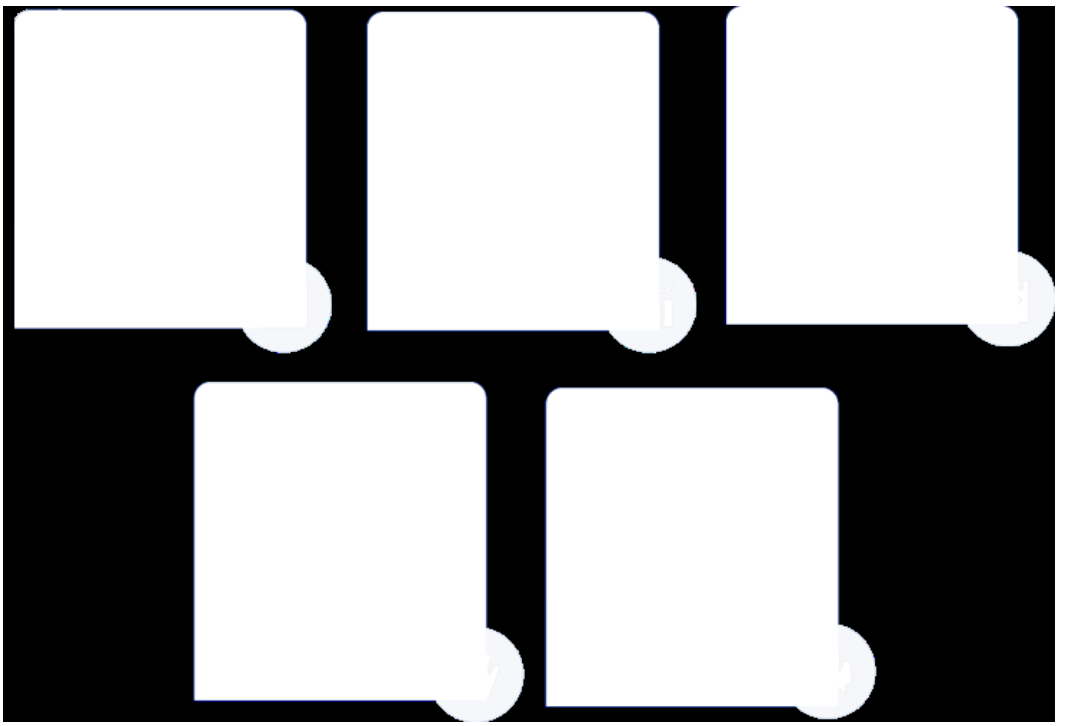
Revenue assurance versus fraud

Target Audience

- Telecommunications managers and personnel responsible for billing, collection, billing mediation and fraud management
- Managers looking to complement their skill-set by gaining a good understanding of billing and fraud management

Méthodologie

Une combinaison d'activités pratiques et de présentations interactives pour favoriser et optimiser l'apprentissage :



Lieu

Certaines formations de Neotelis sont organisées dans différentes villes à travers le monde. Veuillez nous contacter à training@neotelis.com pour obtenir le Calendrier annuel de formation.



Neotelis peut également livrer des sessions de formation en intra-entreprise, spécialement pour votre organisation. Veuillez nous contacter à training@neotelis.com pour de plus amples informations et pour obtenir une Proposition.

À propos de Neotelis

Neotelis fournit des services de formation, de conseil ainsi que des conférences et des publications à l'industrie mondiale des télécommunications. Son équipe d'experts seniors a formé des milliers de dirigeants et gestionnaires travaillant pour des opérateurs, des régulateurs et des gouvernements dans plus de 120 pays à travers le monde.

4802 rue de Verdun, Bureau #1, Montreal, QC, H4G 1N1 Canada
Tel: +1 514 281 1211 Fax: +1 514 281 2005
info@neotelis.com