

Revenue and Billing Performance Solution

Integrated planning-to-reporting of Revenue Management and Billing



Performance management of billing in banks and financial institutions is critical to the success of business as insights generated here have significant impact on the performance of the organization. Banks are now more focused than ever on avenues for fee generation along with interest income.

However, performance management of billing is a challenging task with multiple source applications, and vast and different sets of data. Many organizations still use legacy billing platforms, which are not flexible enough to provide a consolidated analysis of the billing and revenue performance across the organization, and often have challenges in providing a 360 degree view of its customer relationships.

Capgemini's Revenue and Billing Performance Solution (RBPS)

RBPS is an integrated planning-to-reporting solution to help banks and financial institutions measure actual billing performance versus planned KPIs. The solution is based on Oracle's stack of products for revenue and billing management, and bundled with Capgemini's tools, accelerators, and transformation services.

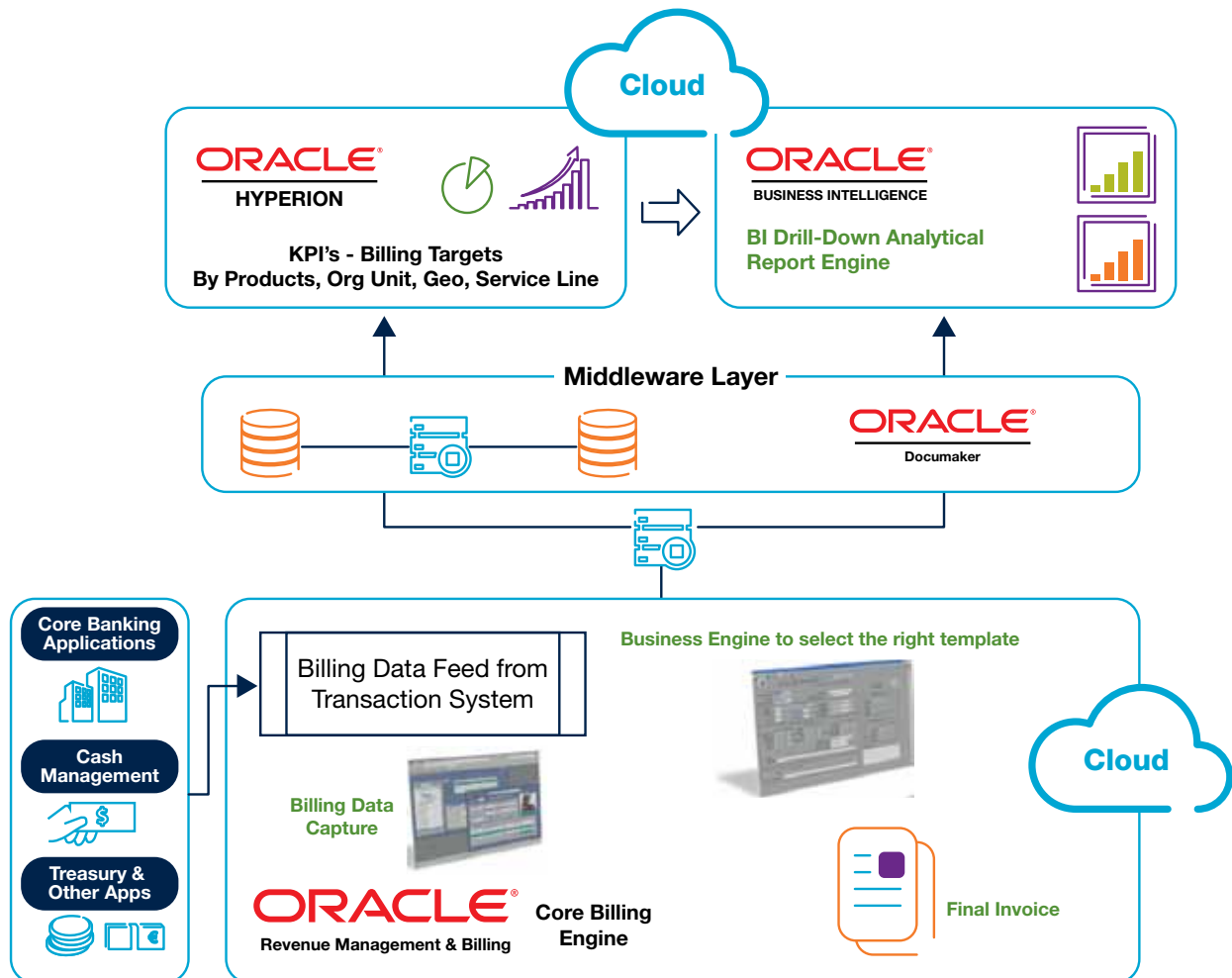


The key features of the solution are:

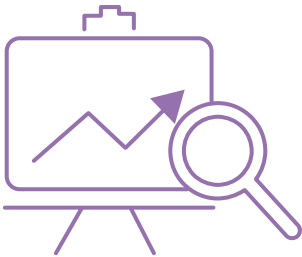
- Pre-integrated revenue management and billing solution leveraging Oracle Revenue Management and Billing (ORMB), and Oracle Hyperion Planning for budgets vs. actuals and variance analysis
- Baseline forecasting using historical data from ORMB
- Billing relevant KPIs stored in Hyperion
- Actual billing numbers flow from ORMB to Hyperion on defined intervals i.e., monthly, quarterly etc.
- Pre-built performance dashboards such as top customers billing, billing trends between existing and new customers, billing performance forecast, top products billing performance, relationship manager related revenue generation, least performing products
- Leverages Oracle Documaker, integrated with ORMB for content management



Figure 1: RBPS Solution Architecture

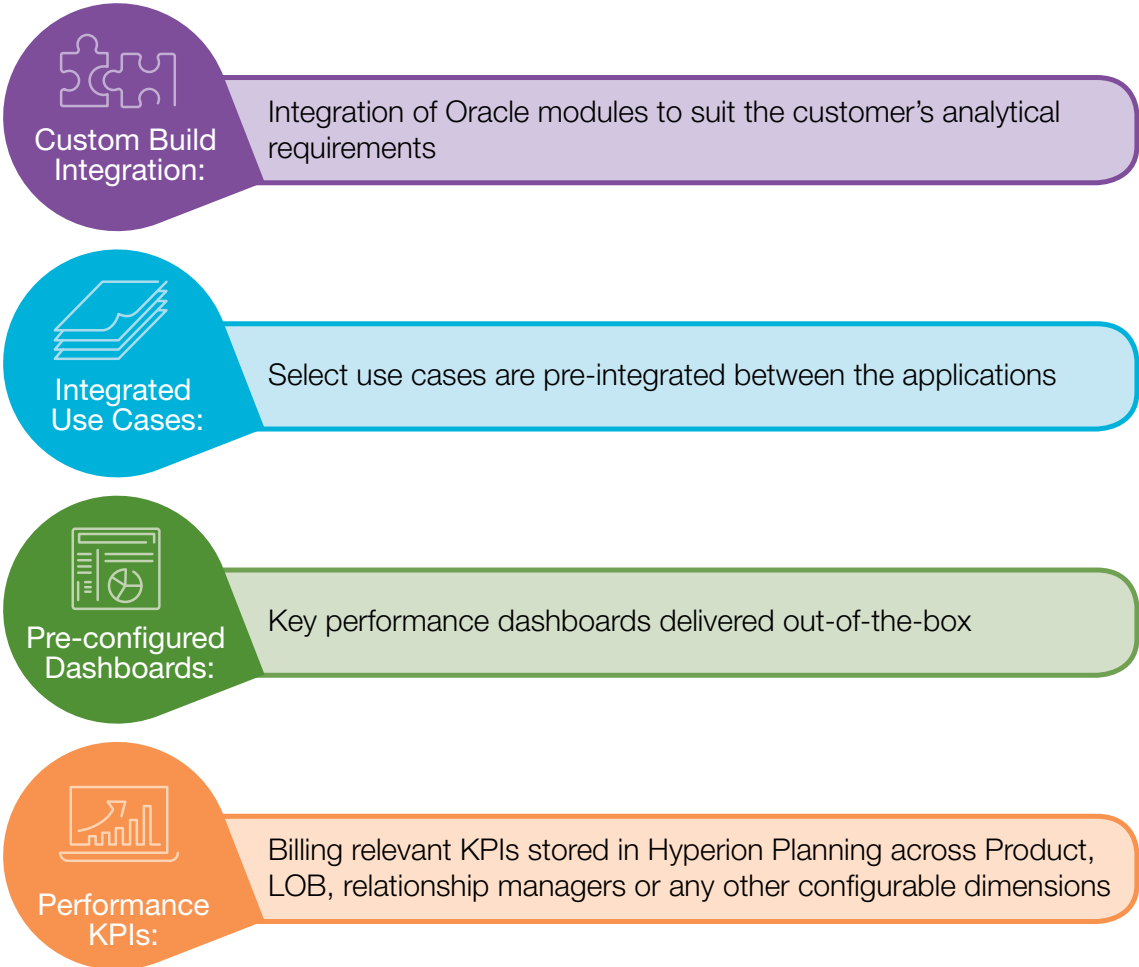


As shown below, there are three key aspects of the solution:



Products	Accelerators	Services
<ul style="list-style-type: none"> ■ ORMB ■ Hyperion Planning and Budgeting Cloud services (PBCS) ■ Middleware solutions ■ OBIEE ■ E-Business Suite ■ Documaker 	<ul style="list-style-type: none"> ■ Custom build integration ■ Integrated use cases ■ Pre-configured Dashboards ■ Performance KPIs defined in planning 	<ul style="list-style-type: none"> ■ Evaluation and Gap Analysis ■ Proof of Concept ■ Implementation and rollout ■ Support and maintenance

Figure 2: Key Accelerators



Benefits of Revenue and Billing Performance Solution

- Pre-integrated solution with billing data rolled up to match with KPI's defined in the planning application
- Financial actuals vs. budgeting and forecasting metrics can be achieved from a single integrated solution
- Enhanced performance reporting and trend analytics leading to better decision making
- Visibility into performance of incremental business generated vs. existing customers
- Cost-effective delivery of performance dashboards and analytics
- Insights into product bundling and preferential pricing through analytics
- Insights for predictive profitability analysis, product bundling vs. stand-alone products
- Reduced processing costs by reducing manual overheads in billing analytics and variance analysis



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