Billing and Revenue Innovation Management Delivered as a Service

CGI

Experience the commitment®

Many organisations are challenged by operating in an environment characterised by continuous growth in high-volume, transactional-events. Sectors like Postal, Logistics, Transport, Telecoms, Utilities, Media, Cloud and Retail invest millions in multiple business platforms to enable their businesses to compete effectively. This put a huge strain on budgets and the ability to adapt swiftly to changing market needs. CGI have developed a unique proposition to address this challenge and give organisations a clear competitive advantage.

CGI's Mass Data Billing Service pre-packages SAP's BRIM proposition along with other market-leading, best-of-breed components to deliver a flexible customer care and billing suite. We have developed an attractive pay-as-you-use commercial model, vastly reducing capital expenditure by up to 80%, and allowing for a value-based op-ex utilisation strategy which can reduce TCO by up to 50%.

Multiple disparate systems can be consolidated at your own pace, into our shared-service engine to give your operating businesses consistent customer experience and efficient financial reconciliation. We understand how our clients drive profitable revenues, and then leverage our expertise to help them make more, and increase shareholder value.

THE CHALLENGE

- How do you improve customer experience whilst keeping costs low?
- How do you launch new products and services with reduced time-to-market, to gain competitive advantage and capitalize on new revenue streams?
- How do you increase revenues by reducing revenue leakage, lowering your operating costs, and increasing collections efficiency?
- How do you ensure business agility whilst minimising disruption to existing operations, and customer interactions?
- How do you gain greater customer insight to increase loyalty and revenues?
- How do you integrate different data formats and integration protocols from within your operational network, to deliver your customers one seamless service and view of their resulting financial transactions, across multiple lines of business?
- How do you derive the benefits of SAP billing, revenue and innovation management with enhanced sector-specific capabilities in the shortest possible time-scale?

FACT SHEET
BENEFITS OF CGI'S MDB SERVICE

- Reduce cap-ex by up to 80%
- Reduce TCO by up to 50%
- Reduce time to market by up to 50%
- Reduce Operating costs
- Increase customer service efficiency and loyalty
- Increase billing accuracy and reduce revenue leakage
- Enable new revenues stream quickly
- Replace multiple legacy systems with a phased migration to an automated end-to-end business process solution
- Handle millions of billing transactions and confidently grow your business and revenues
- Easily differentiate product and service bundles and leverage your BI to maximise yield management and associated profits

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THE ANSWER

CGI has invested heavily in building our industrialised, managed as-a-service platform ready to solve the pressing challenges many 'high transaction-volume' businesses face. Transport authorities will no longer need to invest in multiple back-office ticketing systems to address new modes of transport. Telco and Media companies no longer need to maintain and support multiple BSS stacks to facilitate multiple geographies, multiple target-markets, or multiple product/service bundles. Retail organisations no longer need disparate back-office systems to manage their various go-to-market channels which traditionally deliver inconsistent customer experience. Utility and Energy companies no longer have to be constrained by legacy customer and billing systems, which are inflexible to the demands of smart-metering and offering diversified service portfolios to their customers.
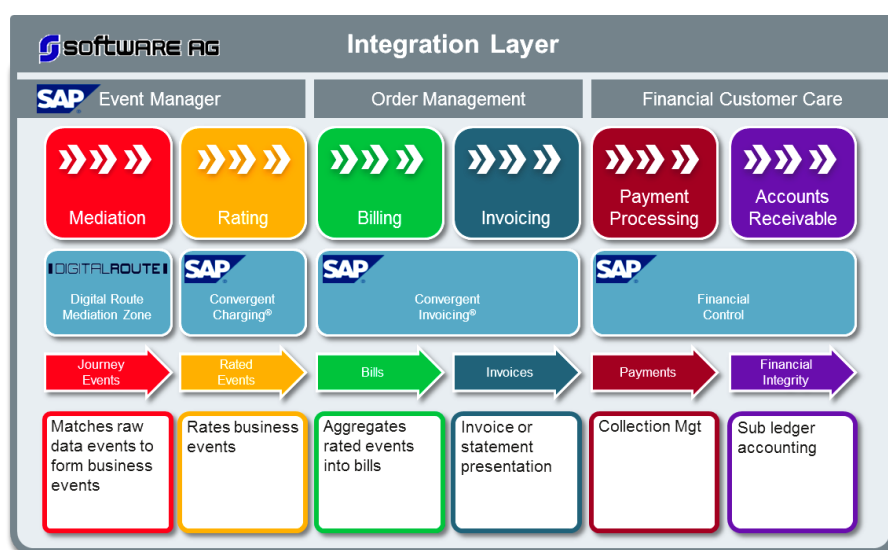

Figure 1. High-level functional overview of CGI's MDB Service

CGI's MDB service can handle all these challenges, either as an end-to-end service, or as a modular service which can be used as a tactical adjunct to existing systems, allowing clients to maximise their return on existing investments, without being constrained by the limitations inherent in such legacy platforms. MDB is pre-configured with over 70+ API's to enable quick integration into client operating environments. This allows rapid time-to-market with deployment timescales reduced by up to 50%, with subsequent product adjustments achievable within hours or days, instead of weeks or months, delivering unprecedented business agility.

ABOUT CGI

With over 68,000 professionals in 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients' front doors. Founded in 1976, CGI applies a disciplined delivery approach that has achieved an industry-leading track record of on-time, on-budget projects. Our high-quality business consulting, systems integration and outsourcing services help clients leverage current investments while adopting new technology and business strategies that achieve top and bottom line results. As a demonstration of our commitment, our average client satisfaction score for the past 10 years has measured consistently higher than 9 out of 10.

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