

Telecom Provider Employs Symphony SMS for Customer Invoice Services

Business Challenge

A large Telecom provider signed a contract to supply voice services to a US government agency with over 25,000 locations. The contract required a very complex billing solution, including 10,000 price points for monthly recurring, installation, parts and labor charges. A custom invoice, which ranges from \$10 to \$12 million per month and includes tax calculations, was also required.

Solution

Symphony SMS was contracted to provide the Requests tool, which is used for all one-time billing; the Inventory module, which contains all the current circuit configurations; and the Billing solution. The EMS (expense management system) solution was selected because of the comprehensive integration of both the Inventory and Request modules, which automatically outputs all the information required for the complex billing solution. The EMS Billing module is executed monthly to produce all the monthly charges. Taxes are added and the custom invoice is produced.

Results

As a result of the use of EMS, the customer has been billed with **95% accuracy**, and the invoice has been **delivered on time 100%** of the time for the past four years. Each month is processed on schedule and includes from 200 to 2,000 MACD requests per month.

About Symphony SMS

*Symphony SMS offers an **End-to-End TEM Outsourcing Solution** – a holistic approach that drives productivity, controls costs and enables clients to utilize telecom to create profitable technical, operational and accounting business solutions.*