ORACLE

Billing and Revenue Management

Modern monetization is at the heart of every digital transformation. As you rapidly evolve to provide compelling digital experiences and take advantage of emerging 5G-enabled business models, you need powerful, flexible, real-time monetization capabilities to capture business value.

OVERVIEW

Oracle Communications Billing and Revenue Management (BRM) is a proven, reliable, modern monetization solution that is foundational to the digital commerce operations of leading telecommunications and enterprise customers. BRM provides converged, real-time charging as part of an end-to-end revenue management solution for supporting the key business processes of generation, capture, collection, and analysis of revenue. Combining the industry's most comprehensive functional footprint with a superior real-time architecture, BRM is future-ready and supports any service, industry and partner-enabled business model for communications, media, cloud and digital goods and services markets. Available with both on-premise and cloud native deployment models, the BRM cloud native deployment option aligns with DevOps practices significantly reducing costs and accelerating innovation. Business users can rapidly design simple or complex offers and promotions with TM Forum-certified, intuitive pricing design tools.

FUTURE-READY

Authorize all transactions in real-time with a superior experience for digital services customers. BRM enables online charging agnostic to any service, network, geography, device, and payment method with real-time threshold notifications. It provides advanced real-time rating for any event, subscription and data session with dynamic quota reservations. BRM delivers flexible balance management with advanced spend control, gifting and sharing capabilities for multi-device users and family or enterprise account structures.

Support any consumer and enterprise business model, partner value chain or network slice. BRM supports complex account hierarchies and charging relationships for any B2C, B2B and B2B2C models. Sophisticated partner management allows service providers to settle the revenue with partners for various business models such as wholesale, resale, and revenue

Key Business Benefits

BRM provides converged charging and revenue management for the connected digital world

- **Future-ready:** support any service, industry and partner-enabled business model
- **Faster innovation:** rapidly launch digital offers with design-time flexibility
- **IT agility:** modern cloud native deployment models with low total cost of ownership

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sharing and to create value through consumption-based models for connected things and network slicing.
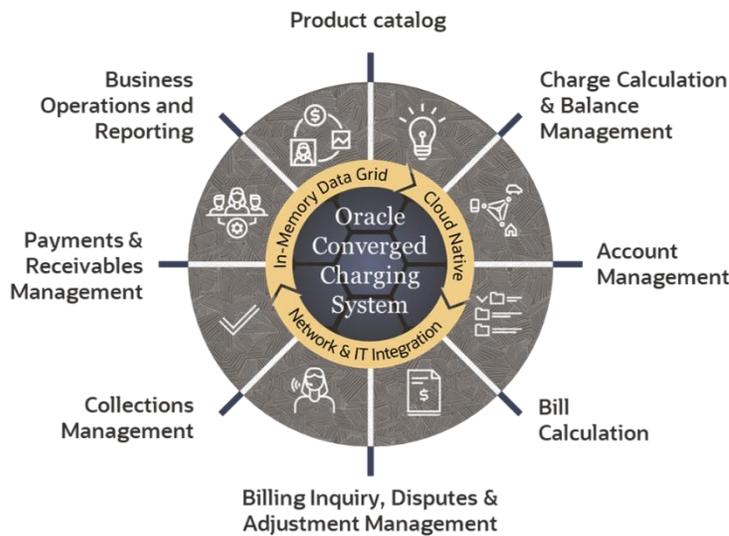

Figure 1: BRM provides converged charging and revenue management for the connected digital world

Maximize revenue with comprehensive revenue collection and revenue analytics. BRM is built using patented real-time billing technology enabling service providers to invoice and bill customers with precision, collect payments, manage accounts receivable (A/R), and collect general ledger (G/L) data. It has built-in audit processes to safeguard against revenue leakage and data consistency. Business intelligence and revenue analysis reports can be generated to make informed decisions to optimize service offerings.

FASTER INNOVATION

Rapid design and deployment of simple or complex offers and promotions. BRM provides an intuitive web-based top-down Pricing Design Center tool with certified conformance to the TM Forum SID model. It can be used to configure a full spectrum of pricing and subscription capabilities with granular rules and to create unlimited plans, pricing offers, discounts and promotions in minutes, versus hours or days.
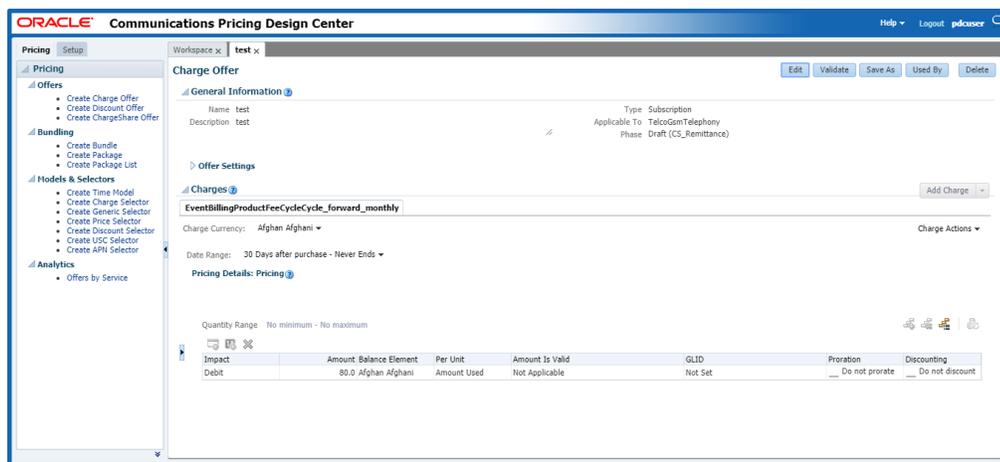

Figure 2: BRM's Pricing Design Center allows business users to launch digital offers with design-time flexibility

Open and secure integration with any external system or business process. BRM supports REST based usage consumption APIs which enables modern monetization to be integrated into digital workflows such as web and mobile self-service apps, which in turn can be used by customers to fully personalize and control their services in real-time. BRM's API framework supports both Web Services and REST APIs enabling easy integration with

Key Product Features

- TM Forum certified pricing UI designed for the business user
- Ability to rate any metric or attribute
- Support any payment type or combination
- Authorize all transactions in real-time with a superior experience for digital services customers
- Consumer, enterprise and partner support with full partner settlement across complex value chain and network slices
- Modern architecture with cloud native foundations supporting DevOps agility and efficiency
- Extreme scalability with cutting-edge resiliency across charging clusters, processes and datastores
- Comprehensive billing, revenue collection and revenue analytics
- Modern, secure web-based Billing Care and Business Operations Center applications
- Productized software that can be extended by developers with a fully documented and supported SDK
- API framework to integrate with external applications

Related Offerings

BRM provides native integrations:

- Oracle Digital Experience for Communications – Launch Experience
- Oracle Digital Experience for Communications – Care Experience
- Oracle Communications Offline Mediation Controller
- Oracle Communications Policy Management

external platforms such as order management, enterprise resource planning (ERP), customer experience (CX) and notificaton platforms.

Productized software that can be extended to support any service, network, and device. BRM is highly configurable and can even be extended where needed using a fully documented and supported software development kit (SDK) providing a rich set of APIs. Developesr can easily edit or extend the data model, create data mapping and loading processes, use and test APIs and browse BRM objects.

IT AGILITY

Extreme scalability that breaks free from performance bottlenecks. BRM is architected for extreme real-time performance and high-availability to satisfy the most demanding service provider needs. It can scale seamlessly to handle billions of transactions per day. Massive parallel processing enables throughput with millisecond latencies and controlled memory growth ensures optimum performance.

Cutting-edge resiliency across charging clusters, processes and datastores. BRM provides a single optimized converged charging and revenue management platform that efficiently lowers the memory footprint with intelligent data loading. It enables intelligent cache offloading policies based on high/low watermarks so that there is always spare memory capacity. BRM supports rolling upgrades enabling rapid access to the latest product innovations without downtime.

Modern architecture with cloud native deployment option supporting DevOps agility and efficiency. Service providers and enterprises are increasingly looking to deploy cloud native architectures to modernize and automate their IT operations. BRM provides a cloud native deployment option, supporting a Kubernetes-orchestrated containerized multi-service architecture to facilitate continuous integration / continuous delivery and DevOps practices. This allows increased agility and automation, higher availability and lower operating costs.
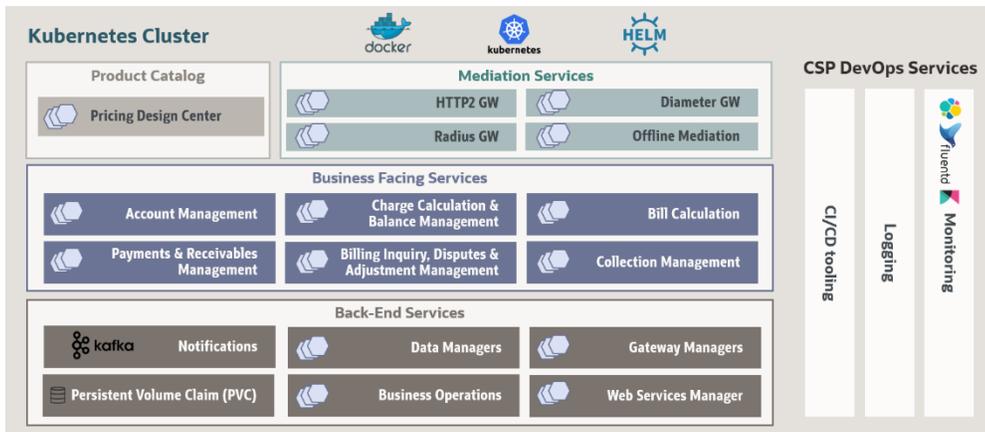

Figure 3: End-to-end cloud native combining the features and extensibility of BRM with the agility of cloud

END TO END DIGITAL EXPERIENCE

We live in the Experience Economy where today's digital consumers expect personalized, omnichannel, connected experiences as they go from consideration to purchase to consumption to payment and support. Many companies approach this in piece parts, but Oracle is revolutionizing the industry with a fully integrated, cloud solution called Digital Experience for Communications (DX4C) that enables service providers to innovate, engage and transform. It leverages data and adaptive intelligence (AI) to transform the customer experience – from launching offers to acquiring and retaining customers to omni-channel commerce and care to fulfilling and monetizing services - with modern monetization provided by BRM.

"As the telecommunications industry prepares itself to take advantage of 5G, architectural agility will be essential to monetize next-generation services quickly and efficiently. With its cloud native compliant, microservices-based architecture framework, the latest version of Oracle's Billing and Revenue Management solution is well positioned to accelerate CSPs ability to support emerging 5G-enabled use cases"

John Abraham, Principal Analyst, Analysys Mason

"As we support the continued market and technology innovations in the distribution of digital content, ORS needs both flexible technology and trusted partners who can help us navigate the waves of change. The Oracle Digital Experience for Communications platform provides us a complete, agile solution to support our core business, enabling flexibility, rapid product introduction and fast solution configuration as we continue our digital transformation."

Michael Wagenhofer, Chief Executive Officer, ORS

DX4C is a complete, industry-specific solution built on an open, agile architecture that aligns with the TM Forum's Open Digital Architecture and leverages Open APIs. This decoupling of the experiences from the systems of record enables business and IT agility and facilitates interoperatiblity.
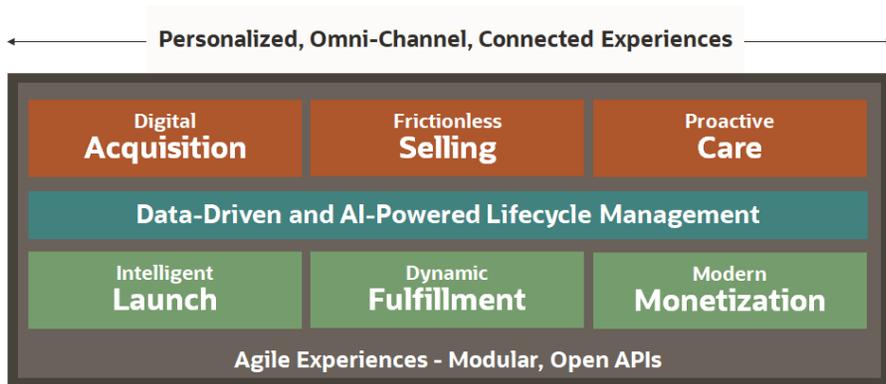

Personalized, Omni-Channel, Connected Experiences

Digital **Acquisition**	Frictionless **Selling**	Proactive **Care**
Data-Driven and AI-Powered Lifecycle Management		
Intelligent **Launch**	Dynamic **Fulfillment**	Modern **Monetization**

Agile Experiences - Modular, Open APIs

Figure 4: BRM plays a key role monetizing differentiated offers as part of Oracle's Digital Experience for Comms

SUMMARY

Oracle Communication Billing and Revenue Management (BRM) provides modern monetization for communications and any digital business. It provides converged, charging and an end-to-end revenue management solution which supports the key business processes of generation, capture, collection, and analysis of revenue. Together with Oracle's AI-powered Digital Experience for Communications, BRM plays a key role in monetizing differentiated offers as part of a full concept to cash to care solution. Available in both on-premise and cloud native deployment models, the BRM cloud native deployment option aligns with DevOps practises to significantly reduce costs and accelerate innovation.

- **Future-ready:** support any service, industry and partner-enabled business model
- **Faster innovation:** rapidly launch digital offers with design-time flexibility
- **IT agility:** modern cloud native deployment models with low total cost of ownership

Accelerate Your Digital Business with Oracle

Together with Oracle's AI-powered Digital Experience for Communications, BRM plays a key role in monetizing differentiated offers as part of a full concept to cash to care solution.

- **Design, launch and acquire:** analyze your prospects' digital identity and signals and quickly launch offers to the right customers on the right channels at the right moments
- **Omnichannel commerce and care:** Enable your customers to buy services and resolve questions via assisted and digital channels, web and mobile in-app engagement, billing visibility and control and proactive support
- **Fulfill and monetize:** dynamically orchestrate orders and monetize any business model

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