

# Oracle Communications Billing and Revenue Management

Oracle Communications Billing and Revenue Management (BRM) is a proven, full-stack billing and revenue management solution supporting all stages of the revenue management lifecycle—generation, capture, collection, and analysis. BRM combines a comprehensive functional footprint with a real-time architecture and is available with on-premises and cloud native deployment, helping service providers innovate faster, operate efficiently, and scale as needs grow.

## Full stack billing and revenue management

BRM is foundational to digital commerce operations for communications and digital service providers, supporting multiple business models (including B2C, B2B, and partner-enabled models) from a single platform. It provides core capabilities across product and pricing, subscriber and account lifecycle, billing and invoicing, payments and collections, revenue assurance and reporting, and extensibility through industry-aligned APIs and SDKs. When large-scale online/offline charging is required, BRM can be deployed with Oracle Communications [Elastic Charging Engine \(ECE\)](#) as the rating and charging engine.

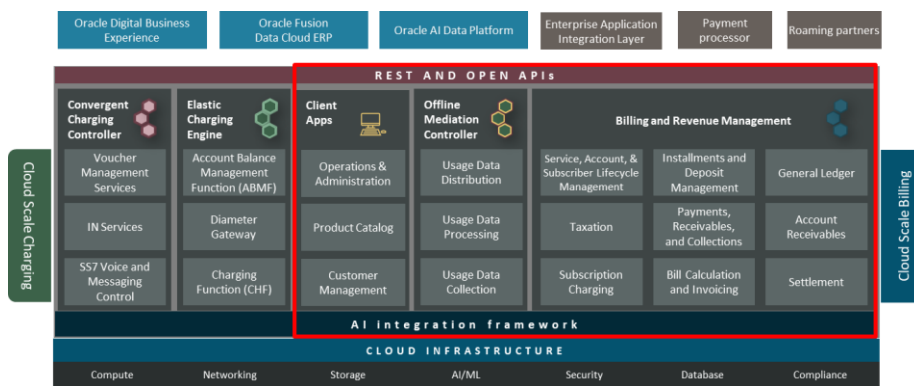


Image 1. Key functions provided by BRM within Oracle’s Cloud Scale Charging and Billing solution.

## Key capabilities across the revenue management lifecycle

### 1.) Revenue generation (offer and pricing design)

- **Product catalog:** Web-based Pricing Design Center supports flexible rating models (tiered/volume, time/location, and attribute-driven rules) with reusable pricing components across recurring, one-time, and usage charges.

“BRM was selected to demonstrate experience in a very robust industry such as telecommunications and we see in BRM the architecture that we need to implement our new direct to consumer strategy but also to expand this business in the future.”

**Renata Pessoa**  
 Director of Corporate Solutions  
 Grupo Globo

## Key benefits

BRM supports all stages of the revenue management lifecycle spanning generation, capture, collection, and analysis.

- Rapid time to market for all new services.
- Support for multiple business segments and business models from a single platform including B2C, B2B, and B2B2C.
- Gain insight into business trends based on data generated by comprehensive billing operations.
- Accelerate innovation, operate more efficiently, and scale as business needs grow by deploying in cloud native model to harness cloud infrastructure and DevOps CI/CD tooling.

## Verified cloud scale performance

Oracle has demonstrated telco-grade scale in benchmark testing on Oracle Cloud Infrastructure, including 2.29M billing accounts per hour and 680,000 invoice accounts in eight minutes.

[Read the 10 M billing performance test report.](#)

- **Partner settlements & revenue sharing:** Configurable settlement models and remittance rules to support partner-led and multi-party monetization.

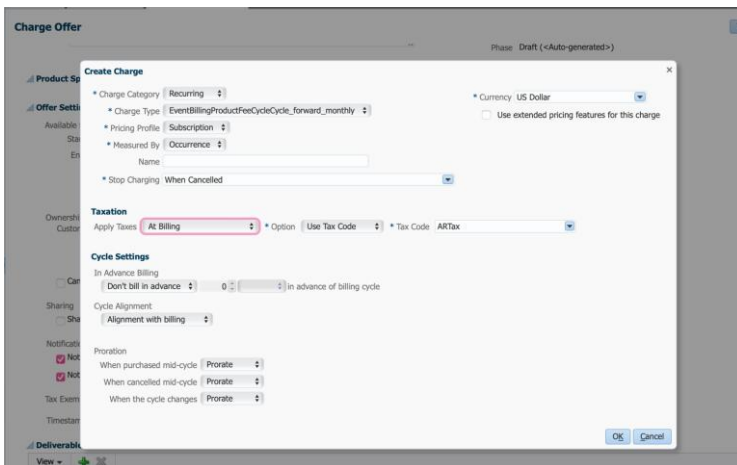


Image 3. BRM's Pricing Design Center allows business users to launch digital offers with design-time flexibility

## 2.) Revenue capture (rating, charging, and commercial lifecycle)

- **Service & account management:** Subscriber lifecycle and commercial management, including hierarchies, bundles, entitlements/eligibility, credit profiles, and account-level policies (tax, currency, invoicing preferences).
- **Sharing groups:** Discount and charge sharing across accounts/services to support pooled and group-based offerings.
- **Optional high-scale charging with ECE:** 5G-ready converged charging capabilities with scalable performance and pre-integration with BRM.

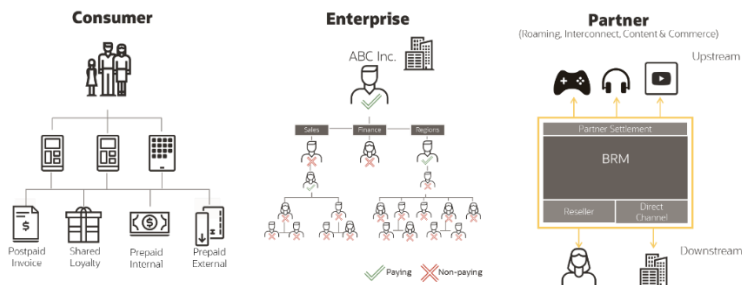


Image 2. BRM supports B2C, B2B and B2B2X subscriber models

## 3.) Revenue collection (billing, invoicing, payments, and collections)

- **Billing & invoicing:** Enterprise-grade bill run processing including proration, taxation, discounting, and consolidated invoicing across services. With proforma invoicing, the receiving company can accept or reject an invoice or dispute specific items before finalization—helping keep payment processing moving for high-value B2B invoices.
- **Payments, A/R, and collections:** End-to-end payments and accounts receivable management, plus collections and dunning policies with configurable controls including the management of promise-to-pay plans.
- **Installments & deposits:** Configurable installment plans and deposit management to reduce credit risk and improve payment flexibility.

## Key features

- TM Forum certified pricing UI designed for the business user
- Ability to rate any metric or attribute
- Support any payment type or combination
- Supports partner settlements for B2B2X and new partner-led business models.
- Modern cloud native architecture supporting DevOps agility and efficiency
- Billing and invoicing
- Subscriber lifecycle management and subscriptions
- Payment and collections
- Account receivables, taxation, and general ledger integration
- 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
- Alignment with TM Forum Open APIs and ODA

## Recent release 15 innovations

- **Complex B2B billing improvements:** Proforma invoicing accept/reject/partial dispute handling; improved sharing group and billing hierarchy processing for better bill-run performance.
- **API enhancements:** TMF 637 Product Inventory; enhancements to TMF 666 Account Management; PATCH support for PDC REST API.
- **ECE-to-BRM usage ingestion:** Kafka consumer loads JSON rated usage streamed from ECE; supports balance-only updates for specific events.
- **B2B charging agility:** Purchase-time overrides for cycle fee

- **Disputes & refunds:** Controls for adjustments, disputes/settlements, reversals, write-offs, and refunds through appropriate channels.
- **General ledger-ready reporting:** Revenue reporting and export aligned to finance needs via configurable G/L codes and mappings. Providers can integrate BRM with [Oracle Fusion Cloud ERP](#) or other financial systems by aligning BRM configuration to the enterprise chart of accounts and exporting ledger data for further processing and reporting.

#### 4.) Revenue analysis, reporting, and assurance

- **Revenue assurance controls:** Built-in audit processes to help safeguard against revenue leakage and ensure transaction integrity.
- **Operational insight:** Reporting and dashboards to identify trends and support decision-making across the lifecycle.

### Customer care and operations applications

- **Billing Care:** Unified view of customer billing, payments, and A/R with drilldowns, accurate balances, and SSO-based authorization; also available through REST APIs for customization and integration.
- **Business Operations Center (BOC):** Web console to schedule and run key BRM operations (billing, invoicing, payments, refunds, G/L reporting, catalog sync) with metrics, failure analysis, dashboards, and reports.

attributes (frequency, alignment, advance vs. arrears).

- **Event-driven integrations:** Notifications framework enhanced for event-driven patterns.
- **UX modernization:** Updated Billing Care and BOC UI theme; modernized web-based collections configuration.
- **Revenue accounting:** G/L revenue smoothing based on calendar days.
- **Security/compliance & resiliency:** Paymentech batch transactions transitioning to SFTP; upgrade rollback support; updated certifications/compliance (Oracle DB 26ai, VPAT, dependency updates).

### Key cloud native features

- Kubernetes-orchestrated containerized multi-service architecture
- Choice of Open Container Initiative based Kubernetes runtime
- Helm charts simplify installation of BRM and its dependencies into a Kubernetes cluster
- Observability and logging framework support
- Choice of Oracle database: physical or containerized
- Utilize any CI/CD pipeline
- Incorporate BRM configuration and extension support
- Deployable on private clouds behind a firewall or public cloud infrastructure
- Supports industry standard cloud native technologies for volume / cluster networking and logging and monitoring
- Efficient scaling utilizing Kubernetes inbuilt horizontal scaling

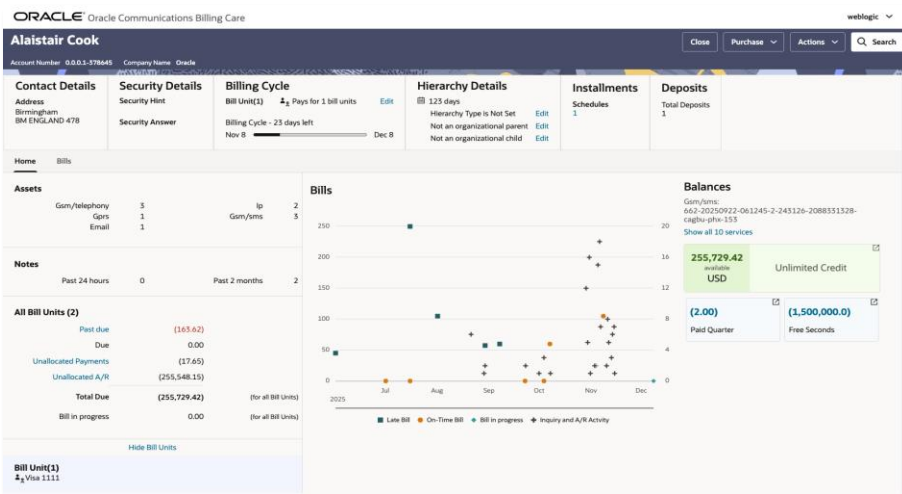


Image 3. Billing Care gives CSRs a unified view of customer billing, payments, A/R, balances, and bill history.

### Integration and extensibility

- **API-first approach:** Alignment with TM Forum Open APIs and ODA to support modern digital ecosystems. Supported Open APIs include:
  - TMF 620 Product Catalog Management
  - TMF 635/TMF 677 Usage Management/Usage Consumption
  - TMF 637 Product Inventory
  - TMF 654 Prepay Balance Management
  - TMF 666 Account Management

- TMF 670/TMF 676 Payment Method/Payment Management
- TMF 678 Customer Bill Management
- **Developer extensibility:** Rich SDK and API set (1,000+ functions), extensible object-oriented data model, inbound SOAP/JCA integration support, and outbound business events via EAI Manager.

### Accelerate AI-driven innovation

BRM provides an open AI/ML integration framework with data, training, and prediction services to ingest and engineer billing/usage data, train and version models, and serve real-time predictions via APIs to applications or AI agents. A reference implementation for next-best-offer (NBO) recommendations is included and extensible.

- Example AI use cases supported: Churn prediction and retention intervention; bill-shock alerts; revenue assurance/fraud detection; usage anomaly detection; credit risk scoring; collections optimization; revenue forecasting/CLV prediction; predictive maintenance.

### Cloud native deployment option

BRM supports a Kubernetes-orchestrated, containerized multi-service architecture with Helm charts, observability/logging support, CI/CD pipeline flexibility, and horizontal scaling—deployable on private cloud or public cloud infrastructure.

### Summary

Oracle Communications BRM provides a comprehensive, scalable foundation for digital commerce—enabling rapid service launch, accurate rating and billing, efficient payments and collections, and actionable revenue insight across the full revenue management lifecycle. With extensibility through TM Forum-aligned APIs and a rich SDK, plus flexible on-premises, or cloud native deployment, BRM helps service providers modernize operations, reduce revenue leakage, and scale monetization as business models evolve.

### Related Solutions


BRM is an integrated component of the following solutions within the Cloud Scale Monetization portfolio:


- **Cloud Scale Billing.** Bill for anything at any scale with a cloud native mediation, billing, and revenue management system to invoice payments and manage subscriptions, collections, receivables, and settlements.
- **Cloud Scale Charging and Billing.** Monetize anything at any scale using pre-integrated charging, offer design, billing, revenue, and account management for accelerated time to cash and accountability across the entire revenue lifecycle for any service and business model.

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