

Oracle Communications Billing and Revenue Management

In the face of mounting competition, service providers across industries including communications, cloud, media, and finance, must evolve their business models as they deliver innovative services that enhance their brand value and the overall customer experience.

Billing and Revenue Management

As a key module within Oracle’s Cloud Scale Billing and Cloud Scale Charging and Billing solutions, Oracle Communications Billing and Revenue Management (BRM) is a proven, reliable, and modern billing solution supporting all stages of the revenue management lifecycle and is foundational to the digital commerce operations of leading communications and digital service providers.

BRM combines the industry’s most comprehensive functional footprint with a superior real-time architecture to support any service, industry, and partner-enabled business model at any scale. Proven in communications, media, cloud and digital goods and services markets, it is available with both on-premises and cloud native deployment, allowing service providers to accelerate innovation, operate more efficiently, and scale as business needs grow.

Key benefits

Oracle Communications Billing and Revenue Management supports all stages of the revenue management lifecycle spanning generation, capture, collection, and analysis. BRM provides the following key benefits:

- 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.

“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

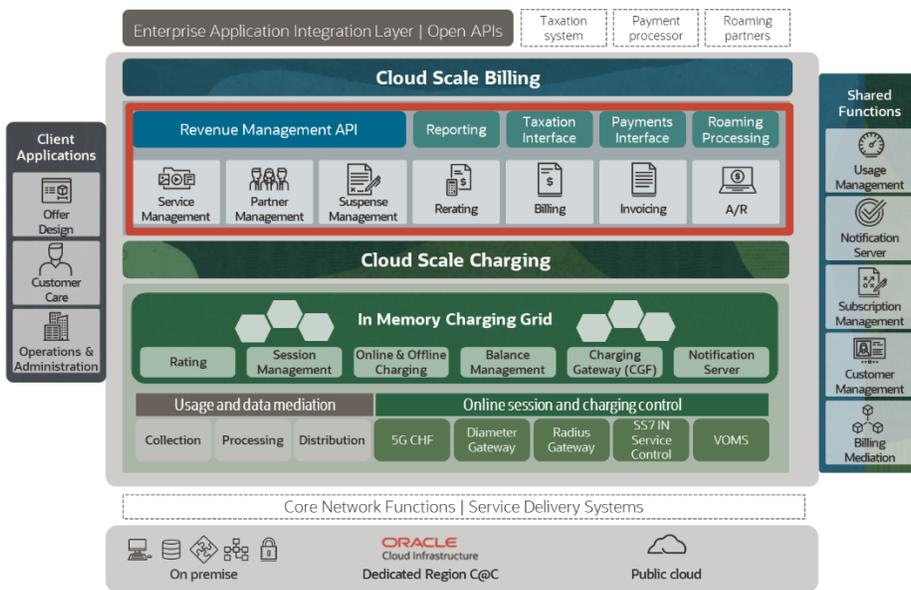


Image 1. Key functions provided by BRM within Oracle’s Cloud Scale Charging and Billing solution.

Support all stages of the revenue management lifecycle

The key to supporting the flexibility, innovation, agility, and customer-centricity required for successful service providers is the underlying revenue management system. Revenue management is the end-to-end process for generating, capturing, and collecting revenue for each service and customer. Revenue management includes the ongoing process of analyzing, evaluating, and optimizing each phase of the lifecycle, providing complete insight and intelligence into the revenue relationships that customers have with their service provider and partners. Billing and Revenue Management is the only product-based revenue management solution that is functionally rich enough to support the customer-centric, innovative business and revenue growth demands required by service providers across industries.

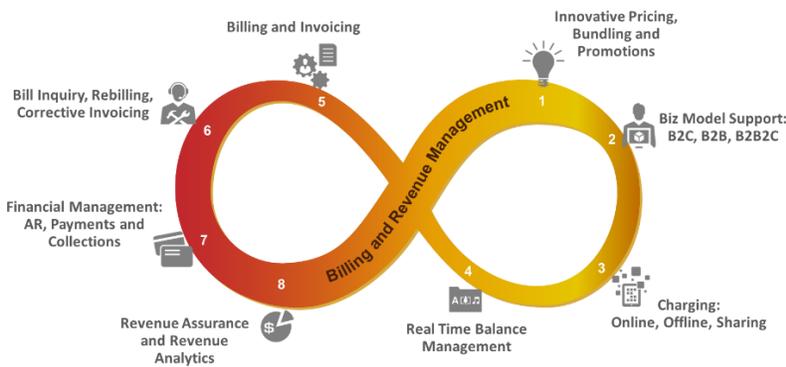


Image 2. The revenue management lifecycle supported by BRM functionality

Revenue generation

Revenue generation enables the delivery of services at optimal prices for the user, service provider, and partner.

Rapid offer, bundle, and tariff design. BRM provides an intuitive web-based top-down Pricing Design Center (PDC) tool with certified conformance to the TM Forum SID model. It can be used to configure a full spectrum of service level product offer, pricing and subscription capabilities with granular rules and to create unlimited plans, pricing offers, discounts and promotions in minutes, versus hours or days by leveraging a range of offer building blocks.

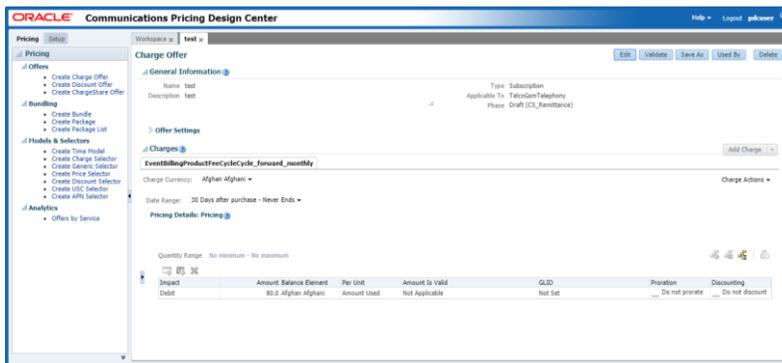


Image 3. BRM's Pricing Design Center allows business users to launch digital offers with design-time flexibility

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
- Authorize all transactions in real-time with a superior experience for digital services customers
- Monetize any consumer, enterprise and partner-enabled revenue stream while ensuring accurate accountability at every stage of the revenue lifecycle.
- Supports partner settlements for B2B2X and new partner-led business models.
- Modern architecture with cloud native foundations supporting DevOps agility and efficiency
- 64-bit processing
- Extreme scalability and performance
- 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

PDC's powerful offer and pricing management capabilities enable service providers to rapidly respond to market conditions and satisfy sophisticated customer requirements by offering total pricing flexibility with unparalleled time-to-market performance. Adaptable to any service provider business model,

BRM enables revenue capture capabilities for any digital service, including cloud, media, entertainment, and other information services. With real-time access to customer data, service providers can centrally manage their customers and partners, and focus on revenue generation by introducing competitive market leading products and services to the right customers at the right time.

Profitable revenue share and settlements rules for more complex business and value chains with partners can also be created quickly and securely.

Revenue capture

Revenue capture is the process of rating and charging for the delivery, usage and consumption of assets and services. Any service metric that can be measured may be used as part of the pricing model.

Sharing groups. BRM provides sophisticated support for sharing of discounts and charges across multiple accounts or services. With discount sharing, the owner's discount and/or balances are available to members, for example sharing pooled minutes across corporate account group or sharing a 10% discount across multiple subscribers in a family or even enabling members to benefit from volume aggregated at owner level. With charge sharing, the owner pays for a charge or part of a charge, for example peak minutes or 50% of a monthly fee.

Subscriber lifecycle management and subscriptions. BRM supports end to end subscriber lifecycle management, from account creation and service activation, through to management and care. BRM also supports a rich set of subscription capabilities:

- Cycles of any length: month, day, week, year, or multiples of these
- Service groups for efficient management of multi-service subscriptions
- Backdated and future-dated offer purchase/cancellation
- Proration options for mid-cycle activations/in-activations
- Automated re-rating for backdated actions and rate changes
- Monthly recurring charges (MRC), one-time charges (OTC), and pricing promotion overrides.

Revenue collection

Revenue collection includes generation of bills and invoices and the accurate collection of payments.

BRM provides full revenue collection capabilities and provides multi-currency financial management, accounts receivable, general ledger, taxation, payment processing and payment terms, collections, and dunning capabilities.

Sophisticated customer and partner relationships. BRM enables service

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.

“Equifax selected cloud native deployment of Oracle Billing and Revenue Management to support our critical transformation imperatives of adopting cloud native architectures that increase operational efficiency and automation by aligning with DevOps principles. This positions our business for greater agility, speed, and innovation while reducing operational costs.”

Gautam Tulsian

SVP and CIO—Global Finance
Equifax

providers to create partner agreements that enable revenues to be shared or paid and allows royalties to be collected from other third-party service or network providers and content or media partners. This capability enables partner settlements to be extended beyond simple sponsorship models to rich multi-level value chains as common and more prevalent in the wholesale, content and emerging M2M businesses.

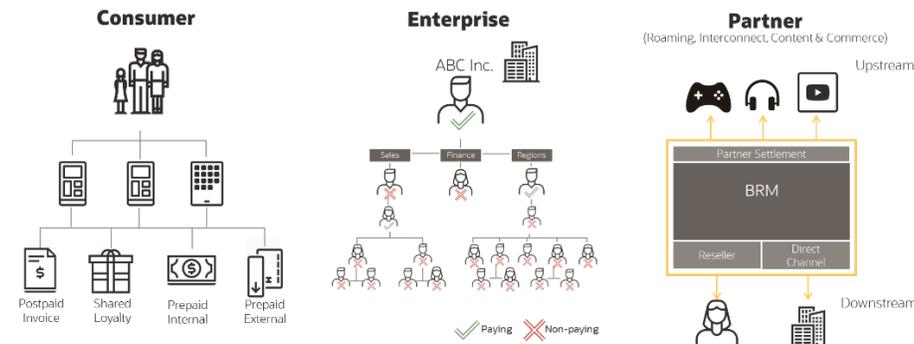


Image 4. BRM supports B2C, B2B and B2B2X subscriber models

Billing and invoicing. BRM is built using patented real-time billing technology that provides CSPs with unmatched flexibility in supporting diverse billing requirements such as in-advance, on-demand, suspense management, open item, and balance forward with fully flexible and variable cycle support.

Payments and collections. BRM supports any payment method whether that be prepaid or postpaid, cash, credit card, check, vouchers, and coupons with comprehensive capabilities spanning top-up, grants, gifting, split payments, loans, deposits, installments, payment incentives, and commissions.

Multiple payment gateways are also pre-integrated such as Chase Paymentech and Single Euro Payments Area (SEPA). For collections, BRM provides a debt collections management GUI which enables fully automated collections profiles and scenarios configuration — including “promise to pay” — and enforcement. Dunning is provided with automatic notifications.

Account receivables, taxation, and general ledger integration. BRM provides a rich set of accounts receivable management capabilities including adjustments, disputes, and settlements along with payments and reversals, write-offs, and refunds. BRM can provide G/L reporting across any cycle and can be integrated into third party and Oracle ERP applications. Taxation includes support for real-time and billing time taxation models, in addition to integration with Vertex.

Revenue analysis

Revenue analysis involves understanding the revenue relationships with customers and partners which improves the ability to serve their overall needs.

BRM provides revenue analysis across the entire revenue management lifecycle. It has built-in audit processes to safeguard against revenue leakage and data consistency and ensures all transactions are conducted with the fullest possible control, integrity, and completeness.

Oracle Communications Digital BSS Express

Built on top of BRM, Digital BSS Express (DBX) is a pre-integrated and extensible business support system (BSS) solution from Oracle Communications Consulting to support fixed or mobile offerings.

- **Future-proof.** DBX provides ordering, provisioning, rating, charging, billing, customer care, web-based care, and customer lifecycle management—all out of the box—and can be expanded as needed.
- **Agile.** Oracle's BSS solution supports multiple account and billing relationships, wholesale and retail business models, and distributor delivery channels. It also delivers prebuilt, flexible, and adaptable business processes based on industry standards.
- **Cost-effective.** Providing modern deployment models with scalability, performance, and extensibility at a low fixed operational cost, Oracle's carrier-grade products can be offered as a managed service and deployed on Oracle Cloud Infrastructure.

[Watch a DBX video >>](#)

Customer care

Account and billing care client. A UI is provided to easily access subscriber information and quickly resolve billing inquiries. It is a modern web-based application to manage billing, payments, and accounts receivable for customer accounts.

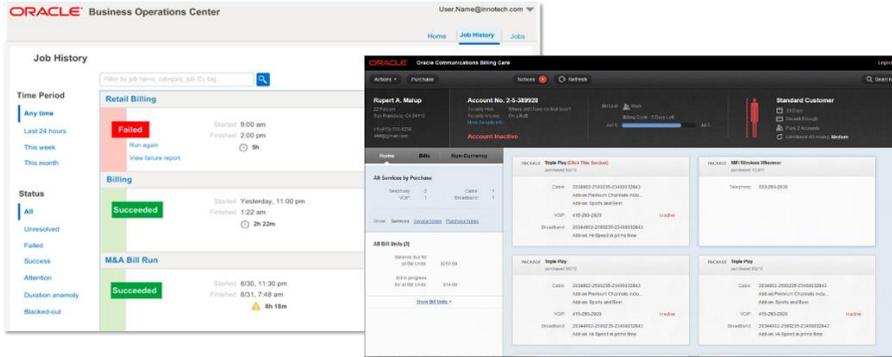


Image 5. BRM provides modern, web-based and user-friendly clients for billing care and business operations

Financial reporting

Billing operation reports and insight. BRM's Business Operations Center is a modern, web-based client to enable the creation, scheduling and viewing of results for operations related to billing, payment collection, invoicing, GL reporting, product catalog synchronization, and refunds. Using Business Operations Center, service providers can view key job metrics related to bills processed, payments collected, invoices and GL reports and create custom jobs.

Business Operations center can also show business trends based on data generated by the preceding operations for example billed revenue, payments received, accounts receivable, and the number of active and inactive accounts that have subscribed to any service. Regular schedules can be set on a daily/weekly and monthly basis in addition to one-off, immediate or prescheduled jobs.

Business intelligence and analytics. Revenue analysis reports can be generated to make informed decisions to optimize service offerings. This helps maximize revenue and minimize loss associated with fraud, bad debt and revenue drain.

Modular and extensible by design

Oracle uses TM Forum Open APIs and ODA so that its products can communicate seamlessly and efficiently. BRM is certified against four TM Forum Open APIs: TMF620 for product catalog management, TMF670 for payment method management, TMF676 for payment management, and TMF678 for customer bill management.

Applying an API-first approach using open APIs allows service providers to support the digital ecosystems of tomorrow, while offsetting any risk of vendor lock-in.

BRM also has a fully documented rich SDK and API set, exposing over 1,000 revenue management related functions that can be called to create BRM client

Accelerate your digital business with Oracle

Together with Oracle's AI-powered Digital Experience for Communications (DX4C), 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
- **Orchestrate and monetize.** Dynamically orchestrate orders and monetize any business model

[Learn more about DX4C >>](#)

applications and extend the core revenue management functionality. It has an extensible, objected oriented data model and can interface with external data sources such as LDAP directories and database queues.

BRM supports inbound request integration with SOAP and the Java Connector Architecture (JCA) standard and can publish outbound business events using the Enterprise Application Integration Manager.

Cloud native agility

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.

Summary

Oracle Communication Billing and Revenue Management is the most widely deployed system of its kind. It is used globally by hundreds of market leading telecommunication and digital service providers to cost effectively monetize their latest innovative and revenue generating services.

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 to support the rapid launch of differentiating services
- 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
- Kubernetes services and deployments to enable simpler upgrades and configuration changes
- Efficient scaling utilizing Kubernetes inbuilt horizontal scaling

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