



amdocs eVidya

AI-powered business assurance

for protection that enables growth

The challenges of our digital world



1.5%

is the annual revenue leakage rate for service providers

(TM Forum)

The digital age is presenting service providers with multiple, new, and very complex challenges implementing adequate business assurance.

There is an ever-growing demand to release new services, pressure for fast time to market, as well as an ever-increasing number of channels through which customers can consume these new services.

New technologies, new services and time pressure is a recipe for higher financial risk exposure. This is compounded by the fact that as service providers become more fragmented, the greater the number of places there are where further financial damages can occur.

This, together with the accelerated proliferation of fraud and cyberfraud, is placing the very survival of the business at risk.

The threat is at an all-time high.

New technologies new challenges



THE CLOUD

migrations, hybrid complexities, distributed computing



EMERGING TECHNOLOGIES AND SERVICES

5G, IoT, real-time transactions



DIGITALIZATION

growth in cybercrime, unknown unknowns risks

The need for an industry-specific, AI-powered business assurance solution has never been greater.

This is where Amdocs cVidya comes in.

Amdocs cVidya business assurance

Amdocs cVidya offers service providers an AI-powered, offering with solutions that reduce revenue leakage and minimize the risk of fraud throughout the full business assurance lifecycle, including:



ACQUISITION

reducing revenue leakage during partner acquisition; and minimizing the risk of acquisition, subscription, and dealer related fraud



BEHAVIOR

reducing revenue leakage through payment, revenue, and transformation assurance, as well as providing data quality management; and minimizing the risk of fraud associated with real-time billing, usage, online credit card, and other transactions



CARE

reducing revenue leakage through revenue assurance relating to partner payments and collection, and minimizing the risk of fraud related to credits and refunds as well as customer care programs

Our services are designed to ensure proactive, faster, and more accurate prediction, prevention, detection, and resolution of revenue leakage, fraud, and cyberfraud, and to improve overall operational inefficiencies.

The amdocs cVidya offering



FRAUD MANAGEMENT

proactively predict
& prevent fraud

- Detect and prevent all telecom-related fraud threats
- Leverage multi-layered protection for optimal fraud prevention
- Mitigate the newest and most complex fraud scenarios



REVENUE ASSURANCE

reduce revenue leakage
with intelligence

- Full coverage of all revenue streams
- Future ready for 5G, IoT, cloud
- Embedded machine learning together with analytics and automation



SMART BILL QA

analytics &
automation for bill-
focused assurance

- Analytics-based root cause analysis
- Proactive pre-billing QA and bill shock prevention
- Increased bill accuracy and customer satisfaction



MACHINE LEARNING SERVICES

mitigate the risks of
the digital age

- Proactively predict and prevent new FM/RA events
- Gain new insights for multiple LOBs
- Identify unknown unknowns incidents in the service provider's ecosystem



results that
outperform
expectations

FRAUD MANAGEMENT

Tier-1 service provider in the US
10.8 million subscribers

\$3.5 M

of annual savings within 4 months

SMART BILL QA

Tier-1 service provider in APAC
2.5 million subscribers

\$11.4 M

in leakage detected

REVENUE ASSURANCE

Tier-1 service provider in Central Europe

20 M subscribers

Reduced time to analysis by **> 10X**

MACHINE LEARNING SERVICES

Tier-1 service provider in EMEA

30 M subscribers

Detected loyalty points fraud,
suspicious PoS transactions, abuse of
negative prepaid balance, and more

unmatched domain & industry expertise



Bringing more than 35 year of global industry experience, the Amdocs cVidya offering leverages our market leading best practices in business assurance. Our team of more than 400 experts are helping service providers worldwide to achieve a greater than 95% success rate in detecting leakage, while ensuring pre-launch readiness, helping to accelerate time-to-market, and maximizing revenue recovery.

leading service providers are selecting amdocs cVidya



To learn how Amdocs cVidya can help you to protect the business for ensuring growth, we invite you to reach out to us at amdoscvidya@amdocs.com.

about amdocs

Amdocs' purpose is to enrich lives and progress society, using creativity and technology to build a better connected world. Amdocs and its 25,000 employees partner with the leading players in the communications and media industry, enabling next-generation experiences in 85 countries. Our cloud-native, open and dynamic portfolio of digital solutions, platforms and services brings greater choice, faster time to market and flexibility, to better meet the evolving needs of our customers as they drive growth, transform and take their business to the cloud. Listed on the NASDAQ Global Select Market, Amdocs had revenue of \$4.1 billion in fiscal 2019.

For more information, visit Amdocs at www.amdocs.com



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