



Cartesian Academy

Comprehensive revenue assurance training from the industry experts

Testimonials from Recent Delegates

“A fresh perspective via the course material and discussion with peers from other companies.”

“Excellent training with excellent content.”

“I found the 2 days extremely worthwhile. They provided the breadth of knowledge I was looking for.”

“Good outline of the history and future of the telecoms industry. Excellent explanation of how fixed line and mobile telecoms work.”

“I have already put the course to work this week, thanks to the knowledge gained.”

“I am now much more confident in applying knowledge to identify and mitigate potential risks.”

“I gained an understanding of Assurance and methodologies behind RA. I now have a good appreciation of the impact of RA across the whole business, specifically that it be part of ‘business as usual’ and not presented as some Dark Art only known to the RA team.”

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About Cartesian Academy

COMPANY OVERVIEW

Cartesian is a technical consultancy and software development business, with clear expertise in the intersection of telecoms and information systems. We provide a range of services implementing and supporting the complex systems at the heart of an operator's business.

We have considerable practical experience – most of us have worked for a telco at some point - and believe strongly in values such as integrity, common sense and timeliness. But we also believe in thinking imaginatively around a problem and using our specialist knowledge to look for the best solution.

*Cartesian's market-leading Revenue Assurance product suite, **Ascertain™**, allows easy and cost-effective implementation of telco-specific Revenue Assurance products that work seamlessly across network elements, core operational and business support systems.*

Our excellent track record in delivering effective solutions and advice to our customers is a result of building a highly qualified team with unrivalled experience across our fields of expertise.

This is what we believe makes Cartesian stand out from the crowd.

CARTESIAN ACADEMY REVENUE ASSURANCE COURSES

*Drawing on our wealth of experience, we set up the **Cartesian Academy** to offer technical training courses to industry professionals. The courses can be either on-site or at our offices in Holborn, and usually take one to three days.*

If you or your employees work in revenue assurance, fraud management, finance, operational IT, support, in the data warehouse, more generally in the industry, please read on to see how our revenue assurance experts can help you to build and deepen your knowledge and skill-set.

**Cartesian
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**<http://www.cartesian.co.uk/training>
training@cartesian.co.uk**

This course is designed to provide individuals and teams with a comprehensive and practical way of developing and consolidating their experience. Delegates are able to appreciate best practice tools and techniques as used in leading operators in the Europe.

The course covers all aspects of carrying out Revenue Assurance work, with many practical techniques fully explained using worked examples, team exercises and case studies.

INTENDED AUDIENCE

- Revenue Assurance Professionals
- Chartered Accountants
- Financial Controllers
- Fraud Department and related personnel
- System Integrators
- Ascertain Application Users

PRE-REQUISITES

- Good knowledge of Telecoms and IT

BENEFITS

- Understand all aspects of Revenue Assurance activity
- Put into practice established Revenue Assurance techniques
- Be aware of the role of software tools and how they can be applied successfully
- Monitor performance internally and for management reporting purposes

PROGRAMME

- Revenue Assurance fundamentals
- Usage Assurance and detecting collection/delivery problems
- Subscription assurance and data integrity across key systems
- Rating Assurance & Bill Verification
- Performing a Revenue Healthcheck
- KPIs and OPIs
- The role of revenue assurance reporting

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Course Ref: RACS
Location: Descartes House
 Covent Garden, London
Duration 2 days
Dates: March / April 2009

Course Fees: £1200 / delegate, 20% discount for second and subsequent delegates from same operator;
 OR single price on request as an in-house course

Cartesian also offers training tailored to RA teams and related staff working for Mobile Network Operators (MNOs). This course helps with the challenging task of assuring revenues from new mobile services being deployed today. Such services require the use of advanced skills and tools; our course helps team members to understand these new challenges and to meet them effectively.

INTENDED AUDIENCE

- Revenue Assurance Professionals
- Financial Controllers
- Fraud Department and related personnel
- System Integrators
- Ascertain Application Users

PRE-REQUISITES

- Good knowledge of Telecoms and IT

BENEFITS

- Understand all aspects of Revenue Assurance activity in the mobile sector
- Put into practice established Revenue Assurance techniques to meet the sector's problems
- Be aware of the role of software tools and how they can be applied successfully
- Prepare to meet the challenge of assuring new services

PROGRAMME

- Overview of Revenue Assurance and data integrity challenges, particularly in the mobile sector o key processes that should be covered by the Revenue Healthcheck
- Data analysis and reconciliation difficulties, and how to address them
- Assuring Roaming In and Out - tariffs, clearing house management and settlement controls
- What are the new 3G (and beyond) services and how to assure them
- Retail issues - fraud, handsets, stores, commissions
- Wholesale issues – content, commissions, royalties, disintermediation
- The customer experience - how to prevent poor experience from damaging revenues
- MNO Revenue Assurance: Differences from Fixed Networks

Course Ref: RAMS
Location: Descartes House
 Covent Garden, London
Duration 2 days
Dates: *please contact
 Cartesian for details*

Course Fees: £1200 / delegate, 20% discount for second and subsequent delegates from same operator;
 OR single price on request as an in-house course

Assuring the profitability of business investments by implementing a proactive Revenue Assurance strategy

INTENDED AUDIENCE

PRE-REQUISITES

- Good knowledge of Telecoms and IT

ADDITIONAL COURSE FEATURES

- Combinations of educational presentations, productive in-session assignments and participant collaboration to provide actionable learning
- Strictly limited seats to allow for greater one-on-one interaction with the trainer
- Detailed pre-course questionnaires to allow us to tailor the program to address your individual concerns
- Comprehensive course materials, action plans and checklists
- Utilisation of the skills, learning, experiences and knowledge of the participants and workshop leader through interactive plenary and small group discussions

PROGRAMME

- Understanding the roles and responsibility of RA team towards the success of the business
- Discovering effective strategies to develop, implement and manage a successful RA system
- Adopting skills to recognise, predict and prevent revenue leakages
- Dealing with the challenges and overcoming the problems faced in handling RA
- Creating a 'Revenue Assured' culture within the organisation
- Implementing a successful Revenue Assurance strategy
- Gaining competitive advantage by recognising current practices in the industry
- Networking opportunities with fellow expert trainer

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Course Ref: RAMC
Location: Descartes House
 Covent Garden, London
Duration 2 days
Dates: *please contact Cartesian to discuss requirements*

Course Fees: per delegate
 per course by arrangement



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