Abstract

With increasing company dependence upon Revenue Assurance and Fraud Management (RAFM) processes and the rising complexities in sustaining an efficient RAFM structure, companies require a greater focus upon improving and integrating new elements into existing RAFM dynamics. Telecommunication companies are some of the most vulnerable businesses in the world when it comes to fraud and they are profound to ensure that all of its RAFM activities and processes are managed in a centralized fashion to ensure a complete end-to-end acuity across the organization. The main objectives of this paper are: Analysis of existing Key Performance Indicators (KPIs) of RAFM system, Identification of sources of revenue leakages and frauds in existing RAFM system and Designing of new KPI for optimizing RAFM system.

This research will assist to improve RAFM practices and processes in order to guarantee that all revenues and profits are optimized for the business and the maximum value is delivered.

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Index Terms

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Keywords