

Services Overview

Expert, practical advice on fraud management, revenue assurance and network security

The Telecom Risk Management

With two decades experience in providing consulting services to both operators and vendors in the areas of fraud, network security and revenue assurance, the members of the Telecom Risk Management are collectively recognized as thought leaders in the sector.

Risk Strategy Review

We provide focused, relevant and practical advice to operators on the risks they face and the most cost-effective counter measures available.

Health Checks & Audits

As either consulting assignments, or in collaboration with solutions vendors, we carry out analysis of operators' business processes to identify specific issues and solutions:

- Network data analysis for fraud detection
- Revenue Assurance reconciliations and reports
- Bypass detection using targeted call generation
- Penetration testing

RFP Creation & Review

We exploit our extensive vendor and operator experience to support innovative RFP creation and review services. These include:

- Requirements analysis and scenario development
- RFP drafting
- Scoring of vendor submissions
- Support during trials and negotiations
- System Acceptance Testing

Training & Recruitment

Many operators find it hard to locate the scarce skill sets required to handle the telecom risk management challenge. We use our knowledge of this niche market, and of the players within it, to source genuine experts for fulltime or contract assignments and to deliver realistic, hands-on training in practical fraud, security and revenue assurance skills.



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Telecom Risk Solutions Ltd
Dela Cruz Consulting
Eraycom Ltd
MISO Ltd



Risk Strategy Review

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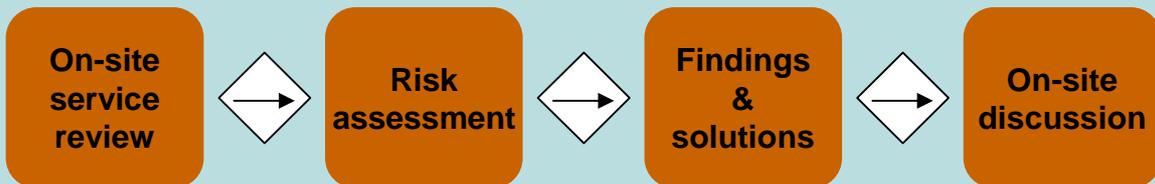
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Service Scope

Our strategic assessments of telecom risks focus on threats facing all categories of operator, as well as emerging future issues in fixed, GSM, 3G and IP networks. We address both conventional fraud and leakage scenarios, and new risks in content-based and value-added services. Recently, we have even been asked to extend this analysis into investigations of 'Virtual World' online frauds and other related activity.

Service Delivery



Key Customer Benefits

- Impartial, expert advice
- Key risks demystified
- Key actions prioritized
- 'Low hanging fruit' identified
- Business cases for risk management outlined
- Risk management organization structure defined
- Primary training needs described
- Supporting software tools specified



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Health Checks & Audits

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Service Scope

Our system health checks and audits address the configuration and performance of the key operational systems and applications in place for fraud, revenue assurance and security management:

- Switch audits
- HLR/Billing reconciliations
- FMS and RA system health checks and fine-tuning
- Settlement & roaming analysis
- VoIP bypass/SIM box detection and elimination

Service Delivery

On-site
technical
audit



Issues
lists &
reports



Root
cause
analysis



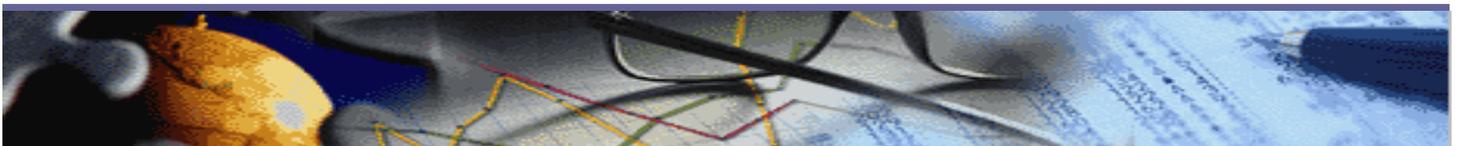
Corrective
steps

Key Customer Benefits

- Expert input from genuine professionals with real operator experience
- Low-cost, practical countermeasures to many common problems
- Enhanced performance and value-for-money from 3rd party fraud and RA platforms
- Knowledge transfer to operator staff
- Extended platform lifecycles
- Reduced operating costs through the elimination of many leakage issues



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RFP Creation & Review

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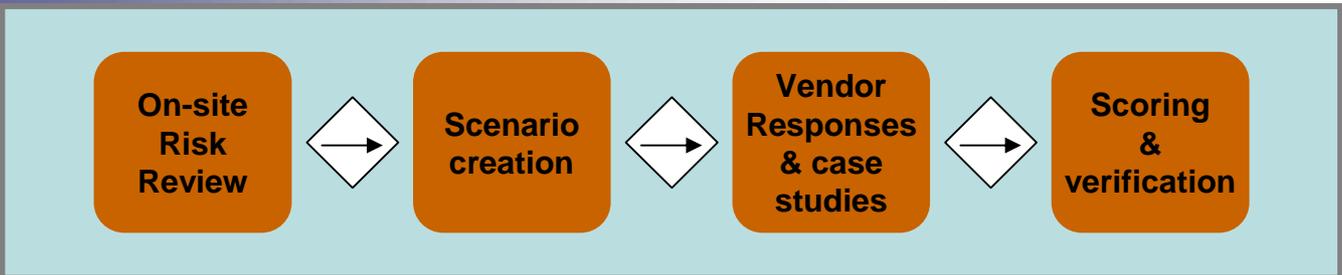
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Service Scope

Prevailing approaches to the creation and scoring of Requests for Proposal (RFPs) in the areas of fraud and revenue assurance are not supporting the real needs of operators. Unimaginative approaches, excessive detail in the technical requirements statements, and a failure to give vendors real opportunities to describe alternative techniques mean that most vendor solutions are converging to a common end-state.

TRMG takes a completely different approach to RFP design, with a focus on defining risk scenarios, based on an on-site assessment, and then challenging vendors to describe a full range of countermeasures.

Service Delivery

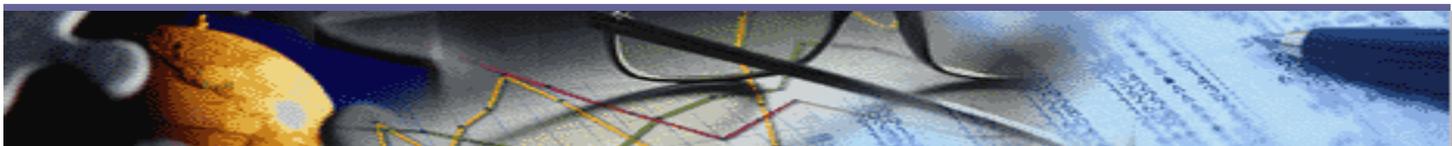


Key Customer Benefits

- Vendors must illustrate how their solutions address the operator’s actual needs
- Each RFP reflects the different priorities of each operator
- Real operational experience goes into the RFP creation process
- The ‘cut & paste’ approach to the RFP process is eliminated
- RFP scoring is not based only on the consultant’s narrow view
- Operators have exposure to a wider range of alternative approaches to issues



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Training & Recruitment

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Service Scope

The traditional 'classroom approach' to training can only go a limited distance towards delivering practical skills for RA and Fraud staff. Our approach focuses on transferring knowledge and practical skills to staff on-site. We walk through real cases in a brainstorming fashion, encouraging students to take part in discussions about root causes and countermeasures as we go. We also encourage attendees to bring actual case examples with them, and we work as a team to determine the explanations, causes and solutions for these ad-hoc scenarios.

Our recruitment services have placed RA and Fraud professionals at all levels, from consulting roles with major vendors to 'Director of' positions in leading telecom operators.

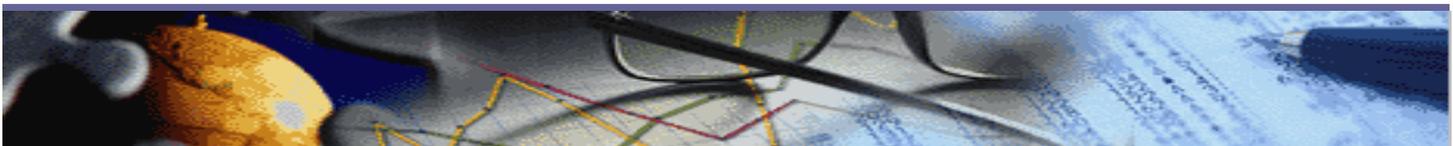
Service Delivery



Key Customer Benefits

- Realistic and enjoyable training that relates to the student's actual environment
- Fully participative training that requires thoughtful inputs from all students
- Knowledge transfer that delivers practical skills students can use at work
- Two-way dialogue that builds lasting professional relationships
- Access to hard-to-find skills with a minimum of effort

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Sample Client References

Expert, practical advice on fraud management, revenue assurance and network security

The Telecom Risk Management Group

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Turkcell, Turkey – fraud system delivery & training

Telecard, Pakistan – fraud & RA strategic risk assessment

Libyana, Libya – fraud & RA health check & training

Telfort, Netherlands – RA health check

FTT, Netherlands – fraud & RA health check

Westel, Hungary – RA system delivery & training

RSLCOM, Germany – fraud system delivery & training

Visual Wireless, Sweden – RA & fraud system specification

Visual Wireless, Sweden – RA & fraud RFP response

Ericsson, Sweden – fraud system specification

Nortel, UK – fraud system specification

Alcatel, UK – fraud system specification

Intrinsic Systems, UK – fraud system specification

WeDo, Portugal – RA workshop facilitation

Amazonia Cellular, Brazil – fraud system delivery & training

SubexAzure, India – knowledge & skills transfer

Cartesian, UK – joint RA health check project

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