Automated Credit Monitoring and Decisioning for the Largest Global Telecom Provider

Pragmatix — Unbox Your Data

CLIENT

A Global Telecom major with over 150 million active clients across 23 regions in India

CHALLENGE

- Automating and Centralizing Credit Monitoring Decision Making
- Increasing next generation Data usage
- Leveraging analytics to drive Decision Support and Decision Management

APPROACH

- Integrated solution leveraging Data from multiple, disparate sources
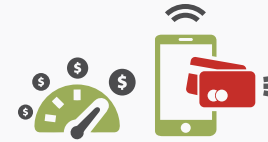- Scalable and Hosted solution
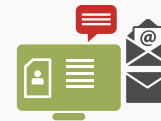- Manage Credit and Operational Risk
- End-to-end Decision Support Solution (using Vital Analytix Platform)

BENEFIT

- Agile management of Credit Monitoring and Risk
- Enhanced Accuracy and Productivity through automation
- Integrated solution provides straight-through Processing (STP) and MIS reporting on a single application
- Increase in Operational Productivity

IMPACT

- Global Award - Best Process Implementation
- Better management of Credit Losses
- Reduced instances of "Bill Shock" to subscribers
- Higher accuracy in Credit Actioning

"The key was to implement a technology solution which provides flexibility to users whilst having the ability to scale up in terms of data size and speed of the analysis. This has significantly helped improve productivity while helping meet credit management metrics"

DINESH VENKATASUBRAMANIAN,
Co-founder and Director, Pragmatix