



GRAPA Benchmark Report Mediation April 2009



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The GRAPA Mediation Benchmark Study

BACKGROUND

Mediation systems play a key role in revenue management for most telcos. Not only are traditional postpaid voice, interconnect and roaming revenues processed using such systems, they are increasingly used for the assurance of non-voice, value added services such as content, data and GPRS. Many telcos find they even need mediation systems to assure their prepaid revenues.

The assurance of mediation systems is a cornerstone of revenue assurance practice for most telcos, so understanding how different organizations utilize them, and how their environments are configured, can be of incredible value to the revenue assurance professional.

OBJECTIVES

The objective of this benchmark study is to collect a representative sample of common practices, architectures and configurations to assist revenue assurance professionals to understand what practices are most common within the industry, and how they can most effectively adapt their approaches to maximize revenue assurance, yet minimize its cost.

Introduction

This survey is made up of 5 major sections

RESPONDENT PROFILES

The Respondent Profile section provides information on the people who responded to the survey. This includes the number of respondents, their geographical location, the size of their companies and what their line of business is.

GENERAL BACKGROUND INFORMATION

This section provides information about the general disposition of the mediation system, as well as the environment in which it is run. This includes how mediation systems are positioned within the overall systems architecture, as well as the age, brand and level of support required to run the system.

CONTROLS ENVIRONMENT

The controls environment describes standard operational checks and tests commonly performed to verify a system is operating correctly, with a minimum (or an anticipated and “controlled”) level of revenue risk. The GRAPA “Standard Practices” profile forms the basis for this section’s controls list, and the answers offer an understanding of how different controls are monitored, as well as how often and how diligently that monitoring occurs.

ORGANIZATIONAL AND OPERATIONAL RESPONSIBILITY

The section provides information about how organizations allocate responsibility for the setup, administration, monitoring and compliance reporting of their mediation systems.

SYSTEMS SUPPORT FOR MEDIATION ASSURANCE

This section offers information on how carriers use different software options to administer and execute controls.