



# Automated Credit Monitoring and Decisioning for the largest Global Telecom Provider



## CHALLENGE



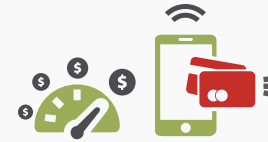
Automating and centralizing Credit Monitoring Decision Making

## APPROACH



Integrated solution leveraging Data from multiple, disparate sources

## BENEFIT



Agile management of Credit Monitoring and Risk

## 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



## CLIENT

A global telecom major with over 150 million active clients across 23 regions in India



Increasing next generation data usage



Scalable and Hosted solution



Manage Credit and Operational Risk



End-to-end Decision Support Solution (using Vital Analytix Platform)



Enhanced Accuracy and productivity through automation

Integrated solution provides Straight-through Processing (STP) and MIS reporting on a single application



Increase in Operational Productivity



Leveraging analytics to drive Decision Support and Decision Management