

OcientAIQ for Customer and Revenue Operations

Stop leakage, catch fraud, and act on churn with one governed platform.

The Problem

Modern CSP revenue models have outrun the data infrastructure built to support them. 5G slicing, IoT, B2B2X, wholesale settlement, and permanent roaming each generate records that span multiple vendor systems and settlement cycles. Legacy billing analytics systems were built for postpaid voice. The network moved on; the billing stack didn't. As a result, three gaps show up on every senior revenue-operations agenda:

Fraud fires after the event. The detection model lacks the network-side evidence trail at query time.

Leakage runs at 1–3% of billed revenue industry-wide. Sampled reconciliation structurally misses the cross-domain patterns where it lives.

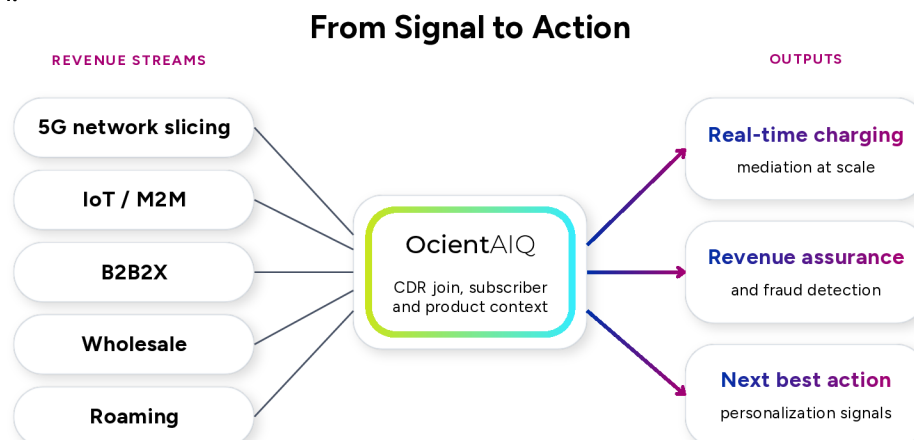
Churn interventions arrive too late. The model sees billing and CRM signals but not the network-quality signal that is the actual cause.

OcientAIQ™ closes all three gaps at once — because the fix is structural.

The Solution

OcientAIQ ingests CDR and usage records at full fidelity — no sampling, no rolling-window overwrite — and joins them at query time to BSS provisioning state, CRM, billing catalog, and partner-settlement records in a single SQL query against multi-year history. OcientAIQ resolves subscriber, account, household, device, and product-catalog identifiers across network generations and billing systems, so every score carries lineage back to the source records that produced it.

A churn-risk score that can't see the customer's actual network experience is prediction without cause. OcientAIQ joins live network-quality telemetry from the same store, so retention actions are tied to the real issue — not a generic behavioral cluster. Next Best Offer and Next Best Action are the commercial expression of this: OcientAIQ computes the propensities, eligibility, and network-aware signals behind NBO and NBA at carrier scale, while the operator's decisioning systems deliver the offer or action.



How OcientAIQ Acts on Fraud, Leakage, and Churn

Revenue assurance and billing-leakage recovery. Full-fidelity reconciliation across CDR, billing catalog, BSS, and partner settlement — catching mis-billing before invoices ship, recovering what already slipped through.

Real-time customer 360. Every subscriber signal — usage, billing, contract, network quality — in one governed store, live and queryable.

Network-aware retention. Churn-risk tied to customer's actual network experience — not a behavioral cluster.

Fraud detection. Graph analytics across subscriber, account, device, and payment instruments surface fraud rings and abuse patterns that account-level detection misses.

GSMA BCE roaming settlement. TAP file processing replaced with parameterized SQL against the full retained CDR corpus.

NBO and NBA. Propensity, churn-risk, and offer-eligibility scored on the full corpus at carrier scale. OcientAIQ computes; your decisioning systems act.

What Makes OcientAIQ Different

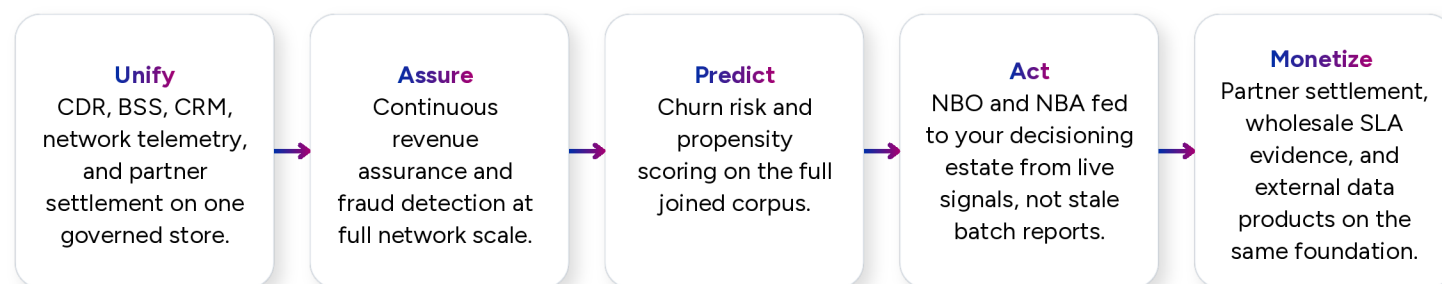
Sovereign by design. Runs on prem, hybrid, or air-gapped. No CDR leaves the operator's environment without an explicit decision.

One foundation. Six solutions. CDR already retained for compliance or fraud? Revenue assurance lands at a fraction of the marginal cost.

Priced by capacity, not query. The cost doesn't increase when revenue assurance runs more reconciliation jobs or the NBO/NBA model scores more subscribers.

The analytical engine behind NBO and NBA. OcientAIQ computes the propensities and eligibility. Your decisioning systems deliver the offer or action.

Value at Every Stage



Ready to close the gaps?