



RAFM Services

Our Cutting-Edge Revenue
Assurance Value Proposition

2026

KPMG. Make the Difference.





Our RAFM Service Offering

What we do?

We help clients align their Revenue Assurance and Fraud Management (RAFM) needs with an adequate model with an emphasis on common processes, technology and services.

Our RAFM Global Delivery Center (GDC) represents a transformational journey in RAFM domain. Although, there are common design principles, however, there is no “one size fits all” model and hence, we design our solution to align and enable client priorities and offer tailor-fitted to RAFM covering billing integrity, AI in RAFM, end to end CDRs Analytics, revenue prediction models review etc.

How do we do it?

We help clients align their RAFM needs with an adequate model with an emphasis on common processes, technology and services.

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Clear Transition Strategy



Outsourcing Model Fitment



Governance Organizational Design



Service Delivery Model Guide



Target Operating Model Framework



Process Maturity Assessment

Global Delivery Centre (GDC)

Our differentiators

We standardize bespoke approaches through an integrated, agile delivery methodology. Every program aims to drive value by optimizing operations and enabling continuous improvement.



We are F.A.S.T.E.R

F	Flexible Scalable, Optimized Operating Model, Collaborative Workspaces
A	Agile Process Driven, Improved Governance, Co-location
S	Simplified Quality Control Assurance, SLA Driven
T	Transformative Deploy Assets, Integrate Technology, Drive Synergies across functions
E	Efficient Process Mining Techniques, Workforce Management Tools, Automation
R	Resilient Compliance Driven, Secure, Access Controls (Physical & Virtual)

Our presence

500+
Multidisciplinary teams
across the Globe

50+
Global Clientele

75+
Engagements

15+
Alliances

Revenue Assurance and Fraud Management Services

Learning and Development

- Revenue Assurance Reviews
- Revenue, Cost, and Fraud Risk Assessments
- RA → BA Transformation Roadmap
- Target Operating Model Design

Implementation

- Business Assurance Charter & Documentation
- Process, Policy and Procedure's (PPPs)
- RAFM Technology Evaluation & Vendor Selection
- Control Automation & Analytics Design
- Pre-launch Assurance for New Products & services



Learning and Development

- RAFM & Business Assurance Training Academy
- RA / BA Manager & Practitioner Workshops (Advanced Analytics, AI, Empowerment, Contemporary Assurance Thinking)

Operate

- Managed Services Operations
- Build–Operate–Transfer (BOT)
- Advanced Analytics & AI-driven Anomaly Detection
- Financial Improvements Programs
- Continuous Improvement Programs
- Resource Augmentation services

Stabilization

- Technical Migration Assurance (OSS/BSS Modernization, Cloud, Digital BSS)
- RAFM Maturity Assessment & Industry Benchmarking
- Business Assurance Capability Assessment

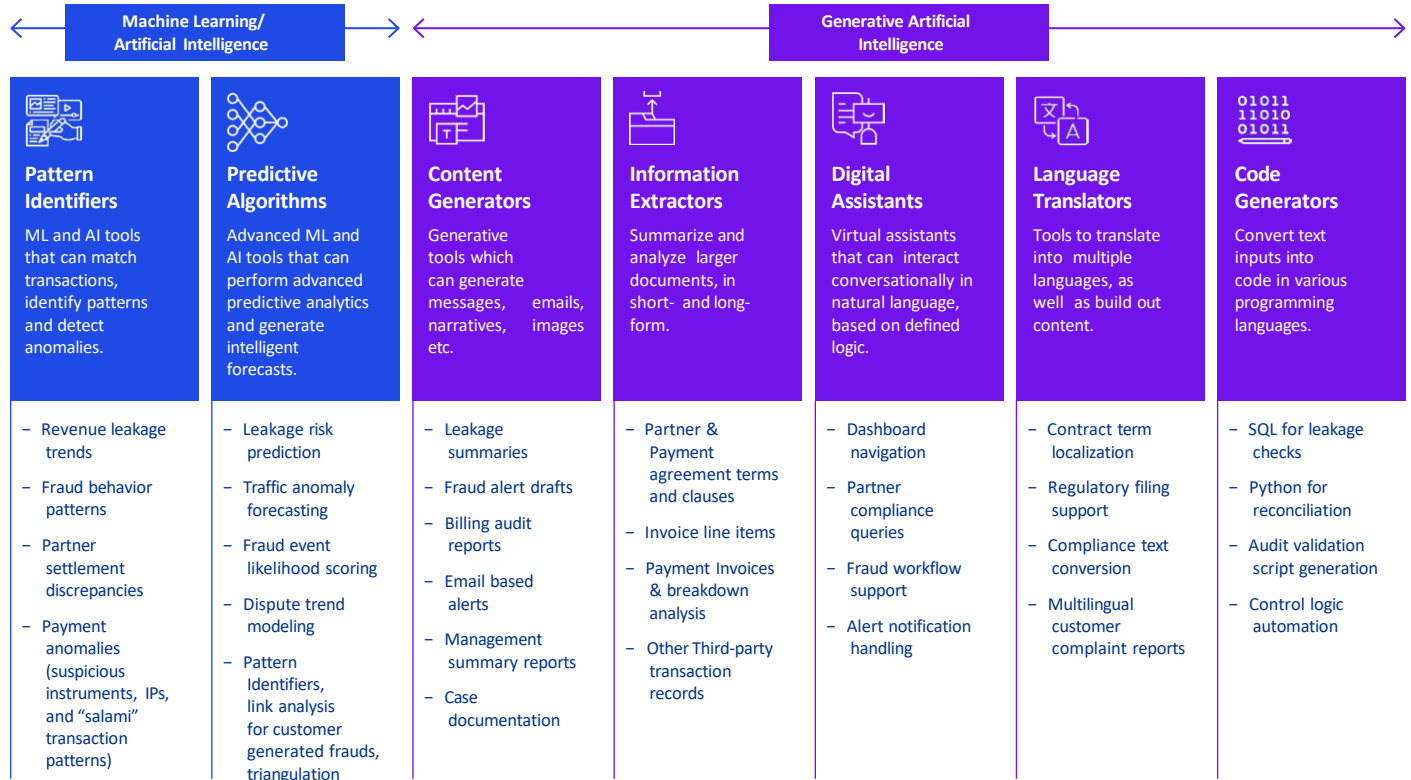
Experience Across Value Chain



Our Strategic Fit for RAFM Services



How organizations are leveraging AI/ML to augment existing RAFM capabilities



Technology Enablers

Analytica AI

What We Do

Analytica.AI is KPMG's NLP-enabled, AI-powered analytics platform that helps turn complex business data into clear insights, validations, and decision-ready outputs.

It supports analytics, monitoring, visualization, and reporting across operational and risk-focused processes.

Where We Deliver Value

We enable use cases across Telecom, Banking, Enterprise Operations, and Roaming/Interconnect, including:

- Process and transaction validation
- Customer and partner checks
- Usage and exception monitoring
- Operational and financial reconciliations

Business Impact

- **70% faster** investigations and reporting cycles
- **80% less time** from data ingestion to first actionable insight
- **50+ use cases** automated across clients and functions
- **600+ KPIs/KRIs** and **400+ controls** supporting scalable delivery

Risk Beacon

What We Do

Risk Beacon is KPMG's AI-enabled RAFM platform which helps identify, assess, and monitor RAFM risks across billing, interconnect, fraud, and compliance processes.

It gives teams a clearer view of control gaps, risk exposure, and potential revenue impact.

Where We Deliver Value

We support organizations with:

- Early risk and control gap identification
- Predictive risk scoring and prioritization
- Risk mapping across interconnected processes
- Executive dashboards and board-ready reporting

Business Impact

- **60% faster** risk identification
- **10x faster** risk discovery than manual methods
- **35% reduction** in undetected control gaps
- **15+ operators benchmarked** for stronger peer-based risk assessment

Technology Enablers

ML Use Cases

What We Do

KPMG's pre-built ML models are deployed across the fraud management lifecycle. These ML Use Cases help detect, prioritize, and prevent telecom fraud across the full fraud management lifecycle.

The models identify suspicious patterns early, automate response actions, and improve detection accuracy through continuous learning.

Where We Deliver Value

We support organizations with:

- Predictive anomaly detection across fraud scenarios
- Revenue-impact-based case prioritization
- Real-time alerting and automated response
- Adaptive models that improve over time and reduce false positives

Business Impact

- \$4M+ savings delivered through fraud reduction use cases
- 70% faster fraud investigation cycles
- 40+ ML use cases developed across telecom fraud scenarios
- 15+ operators benchmarked with measurable improvements in fraud detection and prevention

Technology Enabled Assurance

What We Do

Technology-Enabled Assurance helps telecom operators strengthen control across the revenue lifecycle through analytics, validation, monitoring, and compliance-focused assurance.

It supports more accurate billing, improved operational visibility, stronger governance, and better management of revenue and network risks.

Where We Deliver Value

We support organizations with:

- Roaming analytics and revenue assurance
- Data and tariff validation across key systems
- Governance monitoring for managed services
- Network performance and quality benchmarking
- Compliance-led oversight across operational processes

Key Solution Domains

- Governance Monitoring Tool for Managed Services
- Automated Roaming Analytics & Assurance
- Data Assurance using DPI
- Tariff Validation Parsers & Protocol Decoders
- Network Assurance Benchmarking





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Learn more about our RAFM Services



▶ **RAFM
Capabilities**



▶ **Technology
Enablers**



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