

Clearing & Settlement Solutions

CASE STUDY



Integrated data and financial clearing works - it's that simple

TDC

“MACH Finance brings a true meaning to the term transparency” says Anna Lyhne Fiehn, Financial Administrator for Roaming

TDC is one of the world's most experienced and skilful operators – especially when it comes to the complex world of roaming, has long been an innovator in this important revenue and profit-generating area of the mobile business. TDC is, today, a satisfied user of MACH Finance.

Clear objectives

In selecting MACH as a 'one-stop' supplier of data and financial clearing and settlement services, TDC had some clear objectives. We asked Anna Lyhne Fiehn, the Financial Administrator for Roaming, to sum up TDC's practical experience now that the new system has been in operation for a reasonable period of time.

Outsourcing:

TDC is an experienced outsourcing company – with a policy of keeping ultimate control over key processes and with a quality programme based on ISO 9001.

“Our previous system required the transfer of data from MACH to another provider. We would then issue the invoices from TDC,” recalls Anna Lyhne Fiehn. “This was an immensely time-consuming task on its own – especially if you are working under ISO 9001 which makes the process almost as important as the result.”

“Our second and, in many ways, greater problem was reconciliation. We were faced, each month, with the task of manually checking every report, working with insufficient information on balances which simply didn't add up as they should. A total of 350 roaming partners generated a heavy workload on each account and this laborious process required my full time attention and the efforts of a large team of helpers.”

“Today, the position is reversed. MACH's system gives us a monthly financial statement with the exact balances. We can see the PMN codes and traffic periods and the provisional and actual balances for each roaming partner – clearly presented with all the necessary supporting information. The difference is amazing and brings true meaning to the term 'transparency' – which is exactly what we were looking for.”

MACH

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Significant improvements

This significant improvement in the monthly cycle has substantially reduced the amount of staff time required for the billing process. Anna is, as yet, unable to quantify just how large the time savings are – “but it’s a lot” she smiles.

Anna Lyhne Fiehn,

Financial Administrator for roaming says:

“Our financial reporting has also improved significantly. We specified some special reporting requirements – notably showing all balances in Danish Kroner and SDR for both payments and receipts. The Funding Report then gives us a very precise information on the cash position required to proceed with our payables and receivables.”

“As a result, our credit control is better, a lot of historical problems have been resolved and our debtor balances are much, much lower. Of course, when you can see a clear link between the traffic data and the financial reports and exactly how one leads to the other, the problems can all be overcome with the excellent support of the specialists at MACH.”

Eliminate problems

The experience at TDC shows that the problems which are so familiar to finance departments – such as missed payments which then ‘disappear’, double



payments, gross payments taken as net, lack of follow up on payments due and all the other issues which plague roaming administrators on a monthly basis, can be minimised and, in most cases, eliminated completely.

“Integrated data and financial clearing works,” concludes Anna Lyhne Fiehn. “It saves time and money and, even if we cannot yet exactly quantify how much, we can see a much smoother-running department, reduced stress and better relations with our roaming partners as tangible benefits – not to mention better cashflow and lower foreign exchange costs.”

“We are now planning to establish benchmarks for each roaming partner which will give us a better understanding of each account and guidelines for account management. It’s good – life is simpler.”

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