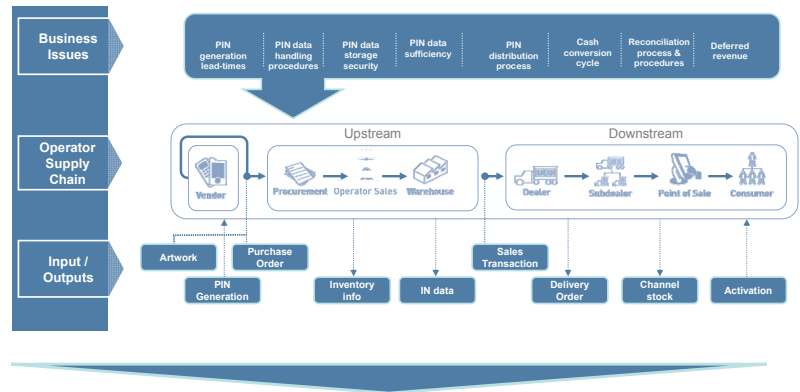


Prepaid revenue assurance – an oxymoron? Not at all.

- **Can you reconcile all PINs generated to sold and used?**
- **Do you suspect leakage issues?**
- **Do you have visibility, controls and reports on PIN handling or only on physical goods?**
- **Do you know where your PINs are in the channel?**



Generating PINs for recharge cards, providing them to the manufacturer, uploading onto the IN and eventually shipping them out seems like simple processes but has **significant risk and financial impact** if internal controls¹ are not properly setup and implemented. It is therefore important to review these processes in order to minimise risks and ensure an efficient and effective supply chain.

Our success

Over the last 10 years, ProWorkz has conducted several assessments for mobile operators within the MEA region with the objective to identify savings as well as increase control, efficiency and visibility in the supply chain management of subscriber products (SIMs, recharge cards, packaging and wireless devices). A majority of operators do not track or trace PINs effectively, regularly or completely end-to-end. In fact, many operators barely account for physical goods, let alone virtual goods such as PINs. These operators had inconsistent and inadequately defined business rules, a lack of documented and agreed processes and poor visibility of planning and control points in the supply chain.

ProWorkz has supported clients by auditing their end-to-end recharge card and PIN processes. At the end of the audit and with the support of ProWorkz, clients had implemented the following improved internal controls:

- Segregation of duties: separating authority and sign off procedures for e.g. data handling and distribution
- Reconciliation: regular and consistent reporting on PINs generated versus activated and used
- IT security: data handling and encryption procedures, activation/de-activation protocols
- Administration: maintaining of records, documents and transaction procedures

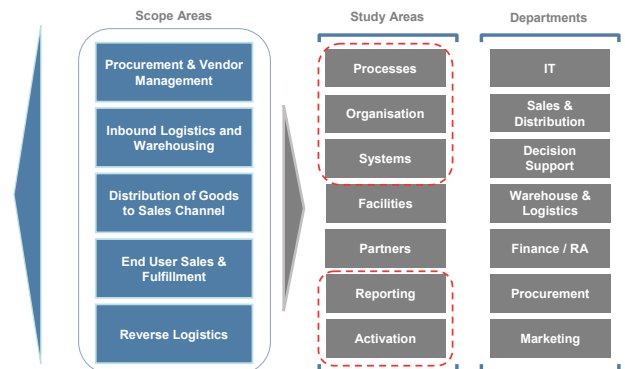
¹ COSO definition: a process effected by an organization's structure, work and authority flows, people and management information systems, designed to help the organization accomplish specific goals or objectives

By introducing the above internal controls, our clients were able to lower the risk for leakage and reduce leakage / fraud points. In addition, clients were able to improve time to market, channel visibility and PIN generation lead-times through improved planning and co-ordination.

Solutions

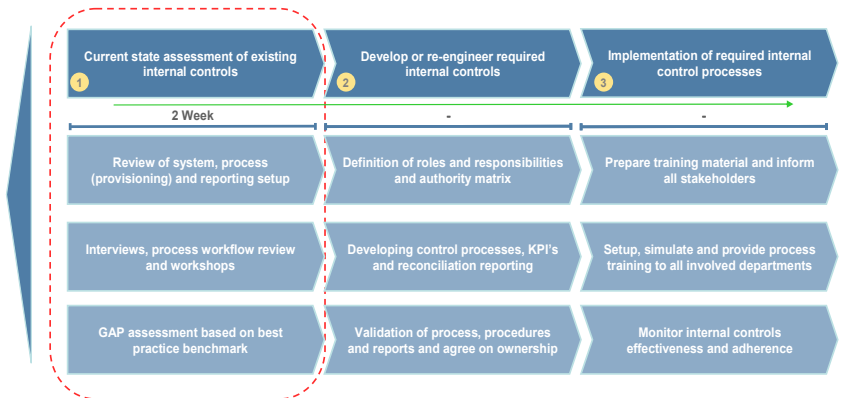
Design, documentation and implementation of the required processes are the first step of a complete supply chain restructuring strategy that could include other related areas. After re-engineering the end-to-end PIN generation processes and procedures, many of our clients request ProWorkz to assist them in other areas such as:

- Supply chain management restructuring
- Vendor vetting and partner audits
- Sales channel organisational design
- Centralising PIN generation activities from multiple OpCo's in a group procurement function



Start with an audit?

ProWorkz can conduct a free consultation at your company's premises with the objective of discussing your business objectives and requirements. After the interactive session, ProWorkz can perform a detailed assessment of your existing processes in order to identify critical inefficiencies, process deficiencies and potential gains within two weeks.



Consultants will plan and develop the survey at your premises and will process and analyse the information off-site in order not to interrupt your day-to-day activity and to keep project expenses as low as possible. The primary deliverables at the end of the assessment are:

- GAP assessment report: report providing insights into the GAPS' severity, risks and proposed mitigating actions enabling your company to compare its current state with its potential desired performance.
- Presentation of key findings to senior managers: the results of the assessment will be presented to the senior management team which will include identified quick wins and recommendations at an operational as well as tactical/ strategic level.

About us

ProWorkz Management Consultancy, a division of Workz Group, helps network operators achieve substantial cost savings or cost avoidance, through consulting and project management. Operating in Africa and the Middle East since 1998, we are a trusted and reliable partner, having worked with over 70% of the networks in the region. ProWorkz MC has provided solutions for distribution channels, supply chain management, the outsourcing of non-core elements, centralised procurement, supply chain assurance and sales channel optimisation.



Want to know more?

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