



Resource Related Billing* on a Nordic Telco market leader

CIBER won the assignment to lead the implementation of RRB within a Telecom group, with businesses in the Nordics, Baltics and Euroasia. The assignment was to create a solution and a global template which could be reused and rolled out to other businesses within the group. The initial goal also included shut down of an existing and expensive system used for billing of consultancy hours. By going live with the RRB solution the business essentially;

- cut system maintenance costs
- enhanced a better follow up of profitability on billable customer projects
- but foremost the tool provided a business benefit due to that other employees could now start charging their time to customers.

The business case proved low cost of implementation and quick return of investment.

CIBER set up a team with consultants with specialist knowledge of time reporting in SAP CATS (time reporting), SAP Sales and Distribution and SAP Finance. The team was limited to three consultants and one project leader.

A phased go-live was chosen. First go-live of a Telco Consulting Business within the group, which had both external and internal customers. The department consisted of 160 employees, of which most of them needed to bill their time and expenses to customers. The cost they needed to bill was, cost of time (registered in SAP CATS), travel expenses (registered in SAP HR) and purchased materials (through SAP SRM). All these expenses were recorded on WBSs. SAP transferred the cost into sales prices and moved them to a sales order for billing. The sales price were dependant of who registered the time, which type of activity to bill, which project to bill, etc. For this business, consolidated billing was a requirement. Other invoices to the same customers, coming from non-SAP billing systems needed to also include the items that SAP provided in the RRB. The actual issuing of customer invoices was for this reason not done in SAP, except group internal customer as corporate policy stated all group internal billing was to be done within SAP.

The second go-live was for a business within the group which did not have a requirement to be able to issue consolidated invoices to customers. For this reason, the billing and issuing of invoices was done in SAP for both external and internal customers. After the second go-live, the SAP system was flexible enough to allow invoicing within SAP or within legacy.

The goal of creating a solution and a global template which could be reused and rolled out to other businesses within the group was achieved.

* Resource Related Billing (RRB) is about transferring costs, in most cases posted to WBSs, to Sales Orders. The cost could be any costs but often it is about time writing, purchased material and travel expenses. Further details could be provided upon request by CIBER Sweden AB.