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Author(s):

James Crawshaw, Practice Leader

Telecom Billing Market Radar – 2025

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Summary

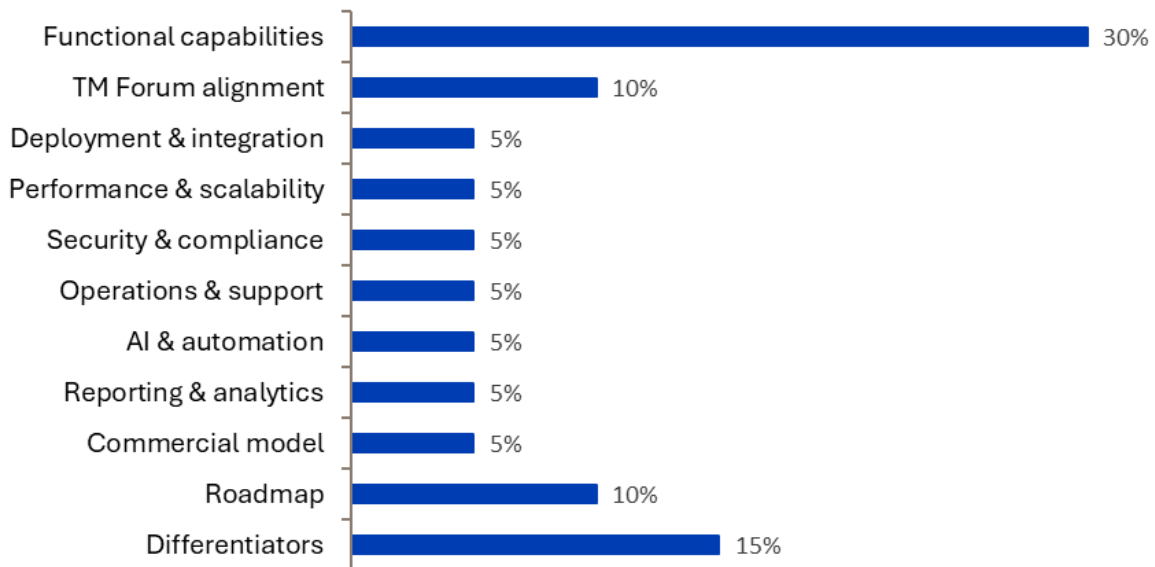
Omdia view

Billing is clearly an important software system for a business. Without it, no customer invoices can be generated and no revenue collected. However, it is not necessarily seen by telecom operators as a key differentiator for their business. Often, it is regarded as simply a utility.

Nonetheless, new telecom operators need to select a billing system. While this may come as part of a broader business support system (BSS) suite, larger operators are more likely to choose a best-of-breed billing solution. Even mature operators swap out their billing systems from time to time, often as part of an IT consolidation process.

Within this report you will find some vendors referring to their solutions as billing, some as revenue management, and some as both. Omdia sees billing as a subset of revenue management, as shown in **Figure 1**.

Figure 1: Telecom software taxonomy



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Source: Omdia.

Omdia estimates that the telecom billing software (and associated services) market is currently worth around \$5.3bn. That makes it the largest category within our BSS/OSS taxonomy, at 17% of the total addressable market. Given its economic importance, we have produced a thorough assessment of the solutions available.

We started by compiling a list of questions that we shared with vendors and sought their feedback as to which questions needed refining and which were superfluous as they would not yield useful insights.

We then sent the questionnaire to 15 vendors that we identified as offering a standalone billing solution targeted at the telecom industry. There are lots of billers for general enterprise and lots of billing solutions that are part of BSS suites—these were not our focus.

It is important to note that this report is an evaluation of the responses to our questionnaire. We have not evaluated the solutions directly as we have no means of testing them. The questionnaire responses are a proxy for the solutions. These have been complemented by some product demos, supplementary materials, and briefings.

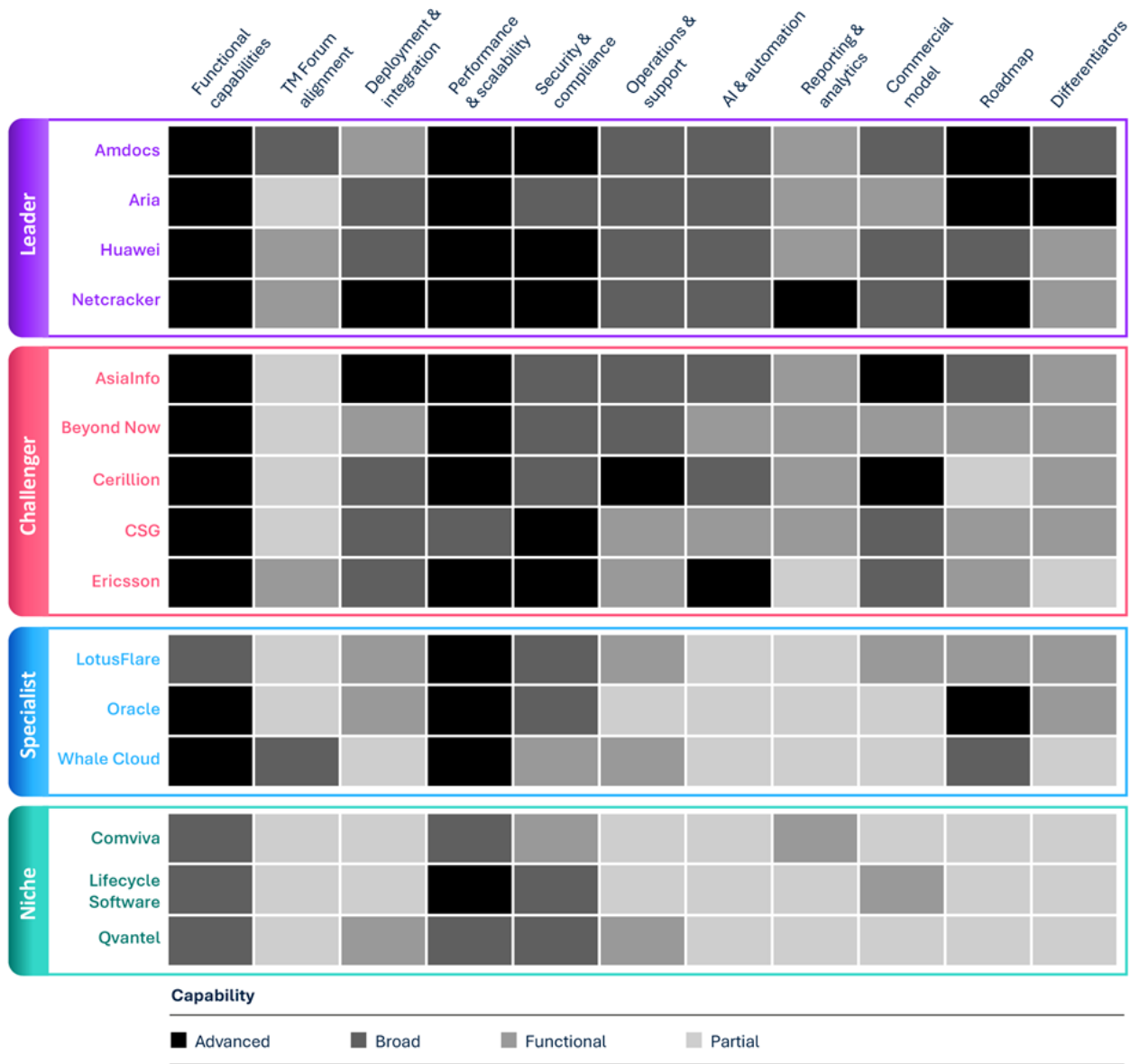
It may be that some respondents with strong solutions have not provided very detailed responses and hence have not scored as highly as their solution merits. Equally, some respondents may have given very detailed responses, but in practice, their solutions have shortcomings that our survey was unable to identify.

Furthermore, a key consideration that our survey could not explore is price. There are no list prices for such solutions. Pricing depends on myriad variables and detailed negotiation. As such, for some telcos, the solutions that scored lowest in our assessment may be ideal as they meet their needs at the lowest price. Not everyone needs a Rolls-Royce if they are only popping out to the local shops.

A billing selection process should consider the specific needs of each telecom operator. There is no universal correct answer for which billing solution to pick. Nonetheless, we hope our study is of use to operators that are embarking on a procurement process.

Assessment snapshot

Figure 2 shows the billing solution capabilities that Omdia explored as part of this research and their weighting in our overall assessment.

Figure 2: Billing solution capabilities evaluated and proportion of total marks assigned


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Source: Omdia

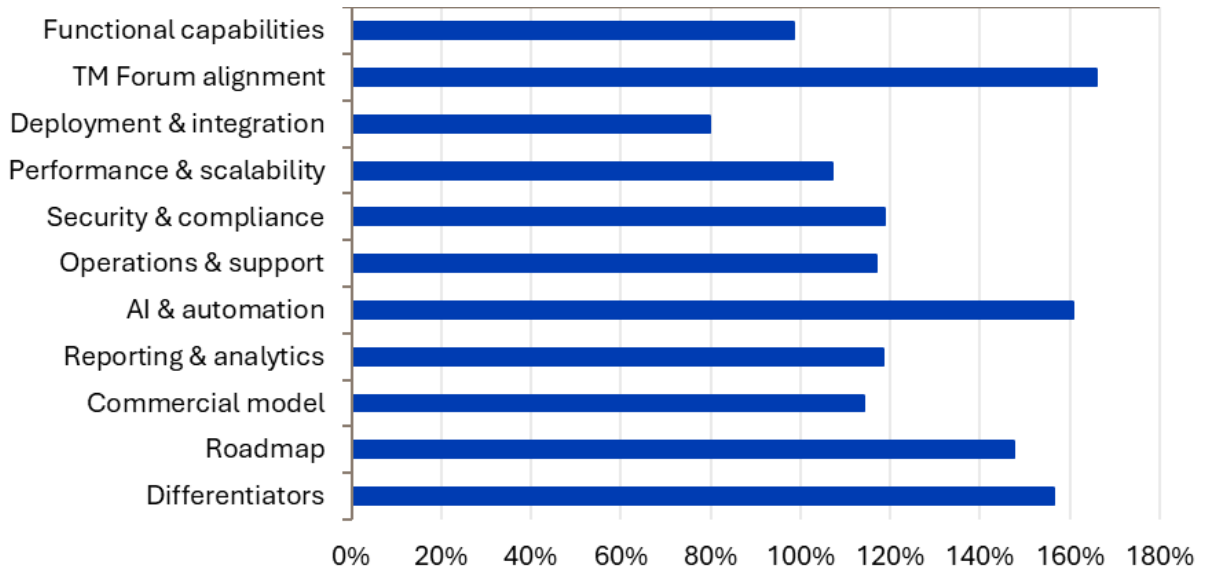
Figure 3 shows a heatmap of the different vendor responses to our questionnaire. Please note that the terms “Leaders”, “Challengers”, and “Specialists” are the standard Omdia terminology for classifying solutions in a Market Radar. That does not mean that a “Challenger” is a new entrant or that a “Leader” has a high market share. The number of customers and market share were not factors that we considered when evaluating the solutions. However, we do report publicly disclosed customers in the *Vendor Assessments* section.

Figure 3: Telecom billing solution heatmap

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Source: Omdia. Company names in each category are shown in alphabetical order.

Figure 4 shows the categorization of the different vendor responses to our questionnaire. Instead of “Leaders”, “Challengers”, “Specialists”, and “Niche”, readers might simply interpret the categories as platinum, gold, silver, and bronze.

Figure 4: Telecom billing solution evaluation summary


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Source: Omdia. Within each category, vendors are listed alphabetically.

Key messages

- Our assessment is of the responses to a questionnaire. The quality of the solutions themselves may differ from the quality of the questionnaire responses.
- Our assessment does not consider price. Some solutions with low scores may be perfectly adequate for some telcos, and may be more economic.
- Our weightings of categories and our scoring of the vendors are largely subjective. Telcos should apply their own weightings and apply scores based on their own needs.
- We split the solutions into four categories: leaders (Amdocs, Aria Systems, Huawei, Netcracker), challengers (AsialInfo, Beyond Now, Cerillion, CSG, Ericsson), specialists (LotusFlare, Oracle, Whale Cloud), and niche players (Comviva, Lifecycle Software, Qvantel).
- To be clear, being categorized as a challenger, specialist, or niche player does not mean that a solution is not fit for purpose. It simply means that the questionnaire responses were not as good as those of the leaders.

Solution evaluations

Functional capabilities—30% of the marks

Key capabilities—15% of the marks

We asked if the solutions included the following key capabilities:

- Accounts receivable
- Bill presentment
- Collections
- Discounts
- Dunning
- Invoicing
- Payments
- Revenue assurance
- Revenue recognition
- Taxation
- Usage processing

Most vendors said that their solution fulfilled all these capabilities. The exceptions were:

- **Aria Systems:** no accounts receivable. Aria notes that in larger telcos, AR is generally managed by external financial enterprise resource planning (ERP) systems like SAP and Oracle.
- **Cerillion:** no revenue assurance. Cerillion says that, as an integrated BSS suite provider, there is no need for a separate revenue assurance system; however, it provides a range of related reports in its Business Insights module.
- **LotusFlare:** no revenue assurance or revenue recognition.

Additional capabilities

We asked, “Are there any other capability categories we have missed?” We did not score the responses to this question. Its purpose was to ensure that our questionnaire was complete.

Table 1: Additional capabilities

Vendor	Comment
Amdocs	Billing quality assurance (QA), billing operations and management, and a GenAI bill explainer agent.
Aria Systems	AI copilot (Aria Billie™) and an open-AI framework (Aria Billie Connect™).
AsialInfo	Nothing mentioned
Beyond Now	Debt collection, Party Management, Account Management, Ecosystem orchestration, Assisted Sales Channel, CPQ channel, Shopfront, and Partner orchestration.
Cerillion	Mentioned the product catalog, but we do not consider this part of billing.
Comviva	Auto debit and Reconciliation
CSG	AI-powered bill explanation, roaming support with Transferred Account Procedures (TAP)/Billing and Charging Evolution (BCE), and robust wholesale and digital partner settlement.
Ericsson	QA checks (anomalies, rule-based, and ML) for invoices, Resource Management/Administration, 3GPP Roaming specs (TAP/RAP/BCE), Business Partners, Mass IoT, AI Agents.
Huawei	Dispute Handling and Management, General Ledger Generation and Integration with ERP, and Product catalog (not part of our definition of billing).
Lifecycle Software	Nothing mentioned
LotusFlare	Financing/Leasing, Prepaid Wallet Charging, Payment Plan Billing.
Netcracker	Active Mediation and Converged Rating & Charging
Oracle	Loans, installments, and deposit management; roaming settlement; partner settlement promise-to-pay agreements; gifting and rewards; usage sharing
Qvantel	Billing mediation and revenue management reporting
Whale Cloud	Reporting

Source: Omdia

Monetization models

We asked which monetization models the solutions supported from the following list:

- **Subscription:** daily, annual, custom, etc.
- **One-time:** hardware, activation/cancellation fees, etc.
- **Usage-based:**
 - Volume tiered
 - Overage
 - Rollover
 - PAYG
 - Family plans with shared allowances
- Time-based
- Recurring
- Outcome-based
- Revenue sharing
- Interconnect settlement
- Commissions.

Most vendors said that their solution fulfilled all these models. The exceptions were:

- **Aria Systems** does not handle interconnect settlement. Instead, it partners with iCONX to provide CSPs with a complete wholesale-settlement solution.
- **Comviva** does not handle outcome-based, revenue sharing, or interconnect settlements.
- **LotusFlare** does not handle commissions.
- **Qvantel** does not handle outcome-based or interconnect settlement.

Other monetization models

We asked, “Are there any other monetization models your solution supports?” There were no common themes among the responses, so we gave a score of full marks for this question if a response was given and otherwise gave zero.

Table 2: Other monetization models

Vendor	Comment
Amdocs	“Hassle-free” for postpaid. When changing a plan, it instantly charges prorated amounts and resets the billing cycle to eliminate bill shock.
Aria Systems	Negotiated contract and configured rates
AsialInfo	Capped and floor discounts that adjust prices based on dynamic demand conditions.
Beyond Now	B2B2X, partner revenue share, freemium, subscription ramps, wholesale, and minimum commitments.
Cerillion	B2B2X settlement chains, event- and content-based charging, and loyalty points.
Comviva	None mentioned
CSG	CSG supports a wide range of monetization models, including freemium and upsell models, negotiated contract pricing and configured rates, and minimum commitments (usage, revenue, spend).
Ericsson	Proration, and billing-on-behalf models, charging rules like number of IMSIs with usage per day, number of contracts/agreements with IMSI usage per day, using range, staircase, and scalar on top, threshold billing, and split billing.
Huawei	Milestone-based monetization
Lifecycle Software	None mentioned
LotusFlare	Various models specific to network API monetization, such as API-request-parameter-based, session duration, and session data usage
Netcracker	3rd-Party Payment (e.g., Sponsored data, ad-subsidized plans), Dynamic Pricing (e.g., congestion-based pricing), SLA-Guaranteed Pricing (e.g., uptime-based pricing), Percentile-Based Billing (Peak Usage), Lifetime Pricing (e.g., IoT devices with lifetime connectivity), and Zero-rating.
Oracle	Attribute-based billing, where pricing rules can also be based on any profile attribute for highly granular monetization models
Qvantel	Ability to rate the same transaction multiple times at different rates to support wholesale, partner management, and settlement

Whale Cloud	None mentioned
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Source: Omdia

Hybrid monetization models

We asked, “Which hybrid monetization models can you support simultaneously for a single account (e.g., subscription + usage + outcome-based + revenue share)?”

All the vendors said they could support this. We scored the answers based on the clarity and level of detail.

Table 3: Hybrid monetization models

Vendor	Comment
Amdocs	Can simultaneously support different types of monetization models
Aria Systems	Supports mixtures of prepaid and postpaid models covering subscriptions, usage-based, outcome-based, one-off charges, discounts, loyalty points, and revenue-sharing models. These can incorporate tiers, quotas, point conversions, usage accumulators, threshold rating, high-water mark rating, ramped rate rating, and more.
AsialInfo	Integrates subscription, one-time hardware, usage-based, time-based, recurring, dynamic pricing, and reserved instances (for cloud computing).
Beyond Now	Subscription, one-time charges, usage-based, time-based, and recurring charges, as well as hybrid billing models
Cerillion	Subscription, usage-based, outcome-based, and revenue share
Comviva	Models can be assigned flexibly to the service level (i.e., operated in parallel for one account)
CSG	Supports subscription-based billing with fixed, tiered, and time-based pricing; usage-based billing with real-time rating, prepaid/postpaid options, and overage pricing; outcome-based pricing; revenue under management. Supports the offer of a subscription bundle with usage-based overages, outcome-based discounts for SLA adherence, and revenue sharing with third-party content providers.
Ericsson	A customer can have monthly subscription charges, usage-based charges, outcome-based billing, and revenue sharing, all processed simultaneously using different billing accounts or split billing mechanisms.
Huawei	Examples include: <ul style="list-style-type: none"> • Subscription + Usage-based • Subscription + Usage-based + Outcome-based • Subscription + Revenue Sharing + Commissions • One-time hardware fees, activation charges, Time-based billing, and Outcome-based metrics.
Lifecycle Software	Supports multiple mechanisms for charging usage.

LotusFlare	Supports a combination of subscription + usage + outcome-based monetization for a single account.
Netcracker	Customers can combine subscription charges with usage-based models, outcome-based pricing, revenue share, and interconnect settlement, alongside one-time charges and recurring fees. Prepaid and postpaid services can run side by side on the same account and within convergent bundles that span telco and non-telco offerings, including B2B2X scenarios.
Oracle	Can set up multiple services under an account, and each service can be configured with different payment modes.
Qvantel	Can support usage-based billing, one-off payments, installment payments, and subscription payments. It can support a mixture of pre- and postpaid customers in a single account.
Whale Cloud	Supports recurring subscriptions, one-time payments, usage-based, milestone-based, outcome (KPI/SLA) based, and revenue share (commission).

Source: Omdia

Bundles of telecom and non-telecom products

We asked, “Can your system manage bundles of telecom and non-telecom products (e.g., mobile + energy + streaming subscription) with shared allowances or cross-product discounts?”

All the vendors said they could support this. We scored the answers based on the clarity and level of detail.

Table 4: Bundles of telecom and non-telecom products

Vendor	Comment
Amdocs	Solution is fully modular and can bundle any type of connectivity or non-connectivity service or product, including shared allowances and cross-product discounts.
Aria Systems	Supported
AsialInfo	Supported
Beyond Now	Catalog-driven configuration enables bundling and promotions across services, and discounting rules can be applied at product, bundle, usage, or hierarchy levels.
Cerillion	Can bundle together any telecom and non-telecom products (e.g., mobile, energy, digital services) with shared balances and cross-product discounts.
Comviva	Tariff groups can be defined for any billing input information and processed into a final bill.
CSG	Supports bundling of telecom and non-telecom products within a single offer. Cross-product discounts can be configured as fixed or percentage-based. Shared allowances and entitlements enable usage tracking across bundled services.
Ericsson	Supports complex bundles combining telecom and non-telecom products, enabling operators to offer unified packages with shared allowances and cross-product discounts. Allows customers to share data allowances, minutes, or monetary credits between different product types while applying tiered discounts based on the number of bundled services. The billing engine consolidates all these diverse services into a single invoice while maintaining separate rating and discount logic for each product type.
Huawei	Supports combinations like mobile services, energy solutions, and streaming subscriptions, with shared allowances and cross-product discounts. Convergent Billing System (CBS) also supports multi-layered, cross-product discount logic tailored to bundled telecom and non-telecom offerings.
Lifecycle Software	Supports options like devices, partner offers, and digital services.
LotusFlare	Supported
Netcracker	Supports converged bundles that combine telecom and non-telecom products in a single package, with real-time shared wallets and cross-product discounts. Customers can define pooled allowances across heterogeneous units (GB, seats,

	tokens), apply eligibility/threshold rules, prioritize consumption and rollover, and trigger benefits across products (e.g., a % energy discount with a premium mobile plan, or free streaming after a usage threshold).
Oracle	Multiple services can be configured under a single account, and a single account-level invoice can be produced for all services or separate service-level invoices.
Qvantel	Supported
Whale Cloud	Supported

Source: Omdia

Hierarchical billing

We asked, “What hierarchical billing features does your solution support? For example, custom hierarchies (multi-level: parent→child→sub-child), group-level usage pooling and pricing, role-based access to billing portals, and real-time usage tracking per child entity.”

All the vendors said they supported this, except LotusFlare, for whom it was a roadmap item. We scored the answers based on the clarity and level of detail.

Table 5: Hierarchical billing

Vendor	Comment
Amdocs	Supports any type of family hierarchy, including combined consumer and SOHO subscriptions under a single customer profile.
Aria Systems	Account hierarchies can be configured to support complex, multi-layered business models, including split billing and sponsored plans. It also allows for duplicate, unique, or custom invoices and statements to be sent to multiple parties based on the hierarchical relationship and account settings.
AsialInfo	Supports parent→child→sub-child hierarchies, role-based access to billing portals, and real-time usage tracking.
Beyond Now	Supports configurable multi-level billing hierarchies (e.g., parent→child→sub-child), usage pooling, role-based billing access, and near real-time usage tracking at any hierarchy level.
Cerillion	Provides hierarchical billing with unlimited levels, allowing parent→child→sub-child structures of any depth. The system supports rolled-up billing at any level, while also giving the option to provide statements for child accounts as required. Shared allowances and group-level discounts can be applied across the hierarchy, and role-based access ensures each user only sees the information relevant to their level of authority.
Comviva	Supports complex, enterprise hierarchies for usage aggregation, charging, and invoicing individually. Charges can be aggregated on different hierarchy levels, independent of which entity will provide the final payment of the aggregated charges. This includes grouping and pooling of charges.
CSG	Supports custom, multi-level hierarchies with flexible account structures, and group-level usage pooling and pricing.
Ericsson	Supports unlimited multi-level parent→child→sub-child structures with flexible organizational hierarchies where each node can have different billing cycles, payment responsibilities, and access rights. Enables corporate data pools shared across departments or cross-balance transfers between family members. Real-time usage tracking per child entity is achieved through the balance management system with threshold-based alerts, immediate accumulation of usage data across services, and on-demand billing capabilities.
Huawei	<p>Key capabilities include:</p> <ul style="list-style-type: none"> • Supports flexible, user-defined hierarchies (e.g., parent→child→sub-child) to reflect organizational structures like global HQ→regional branch→local departments and teams. • Enables shared usage/resource pools across child entities within a group

	hierarchy, along with group-specific pricing plans and discounts.
Lifecycle Software	Supports multi-level account hierarchies, enabling operators to manage MVNOs, customers, and sophisticated partner billing scenarios. It can rate and charge at all levels of the account hierarchy for subscriber, reseller, and wholesaler. It enables group plans by pooling usage. Allowances can be shared, prioritized, and transferred across the hierarchy.
LotusFlare	Customer billing hierarchies management is a roadmap item.
Netcracker	Supports complex organizational structures, from family accounts to enterprises with divisions and regional branches. Charges from a single product can be split across multiple accounts for cost allocation and chargeback. For finance teams, summary statements compile invoices from multiple hierarchy members into a single document with gross/net/tax totals and automatic currency conversion to the chosen statement currency.
Oracle	Can create deep multi-level hierarchies to model large enterprise customers. Different hierarchy levels can be set up for different departments or for different segments of customers. Charge sharing features allow members within the hierarchy to pay for specific services where other services are paid by parents (percentage or full).
Qvantel	Supports multiple hierarchies, from simple family hierarchies to complex B2B account hierarchies with associated rules and permissions.
Whale Cloud	Supports account hierarchy with multiple levels (parent→child→sub-child) and includes a billing flag to generate separate or convergent bills based on customer requirements.

Source: Omdia

Tax schemes

We asked, “Does your solution support multiple tax schemes to calculate taxation under different geographic rules or according to the customer type, for example, residential, corporate, or government clients?”

All the vendors said they supported taxation natively, although for complicated countries like the US, they typically integrate with specialist solutions. We scored the answers based on the clarity and level of detail.

Table 6: Tax schemes

Vendor	Comment
Amdocs	Supports flexible taxation requirements, including integration to third-party tax calculation engines.
Aria Systems	Native tax engine can handle global tax calculations, including national, federal, state, and provincial taxes, as well as tax-on-tax and tax-dependent tax models. Clients can configure tax rates to support VAT, GST, and other tax types.
AsialInfo	Supports multiple tax schemes, with predefined standards for over 100 countries/regions.
Beyond Now	Supports built-in single taxation and integration with external tax engines such as Avalara and Vertex for support of multi-level tax systems. Multiple tax schemes can be configured based on geography, customer type (e.g., corporate, residential), and product rules.
Cerillion	Supports multiple tax schemes to calculate taxation under different geographic rules or by customer type. It integrates with specialist tax management systems such as Avalara for managing the complexities of US taxation.
Comviva	Provides flexible taxation regimes, including different geographic rules.
CSG	Supports multiple tax schemes. Integrates natively with Vertex and Avalara EZ Tax.
Ericsson	Provides jurisdiction-based taxation for different geographical regions and customer categories, including residential, corporate, and government. Tax calculation supports both item-based and category-based methods with configurable tax types (federal, state, city) and customer classifications. Multiple taxes can be applied simultaneously, with exemptions, reductions, and retention rules specific to customer types and geographic locations.
Huawei	Provides: <ul style="list-style-type: none"> • Geographic tax rule application • Customer-type differentiation (e.g., residential, corporate, government client) • Multi-factor tax rule definition (e.g., service type (e.g., voice, sms, data, content)), fee type (e.g., recurring charge, usage charge, one-time fee, discount), product and offer, location-based taxes.
Lifecycle Software	Solution's tax calculator can be configured.

LotusFlare	Supports multiple tax schemes. For complex tax scenarios, it can integrate with an external tax calculation system.
Netcracker	Supports multiple tax schemes concurrently across geographies and customer types (e.g., residential, corporate, government). The taxation engine handles tiered rates; supports multiple tax authorities, percentage-plus-fixed fees, tax-inclusive/exclusive pricing, and event-level overrides (e.g., premium services or promotions), and integrates with leading external tax engines.
Oracle	Has advanced taxation capabilities that can be applied accordingly for residential, corporate, or government clients.
Qvantel	Supported
Whale Cloud	Supports various tax calculation models, including charging level tax rules based on each transaction and billing level tax rules based on the summary of charges. Tax rules can be person-specific (e.g., embassy personnel, disabled) and service-specific (e.g., local and international services).

Source: Omdia

Dunning and collections

We asked, “Please describe the dunning and collections capabilities of your solution. What tools does it provide to help recover debt and manage the financial exposure associated with high-risk customers?”

All the vendors support dunning and collections. We scored the answers based on the clarity and level of detail.

Table 7: Dunnings and collections

Vendor	Comment
Amdocs	GenAI-powered dunning solution uses intelligent agents to optimize recovery rates and customer outcomes.
Aria Systems	Supports the configuration of dunning plans, including email notifications, payment retries, application of late fees, and gradual service degradation.
AsialInfo	Allows users to define multi-step and event-driven communication workflows and supports functions like credit scoring & risk assessment.
Beyond Now	Detects unpaid invoices/overdue balances and executes a sequence of actions based on the dunning rule configuration. These actions can range from notifying the customer about the unpaid amount to barring service or, as a last resort, closing the account and writing it off.
Cerillion	Tools include configurable automated and semi-automated collection plans that escalate through reminders, correspondence, service restrictions, suspension, and referral to third-party debt collection agencies. The system supports flexible payment plans for customers in arrears, helping to recover debt while managing financial exposure.
Comviva	Provides reports for managing billing, payments, and financial reporting. Provides interfaces to integrate this data with existing Revenue Assurance, Financial Management, and Reporting solutions.
CSG	Provides automated delinquency, configurable treatment steps, integration with collection agents, debt write-off, customer block listing, and real-time monitoring alerts.
Ericsson	Features a three-tier dunning workflow with automated SMS alerts, call barring, service suspension, and external collection agency integration. Advanced credit management includes real-time credit scoring, multi-level credit limits, threshold monitoring, and automated risk-based actions. The system can perform collections and dunning on the customer level, invoice level, or billing account level.
Huawei	Capabilities include: <ul style="list-style-type: none"> • Precise Customer Persona: enabling accurate identification of high-risk user segments • Targeted Collection Strategy: Automatically generates and executes hyper-personalized collection strategies tailored to individual and enterprise customer behavior patterns • Intelligent Analytics & Reporting: Automatically generates dashboards and insights reports for different user segments, especially for the high-risk

	customers.
Lifecycle Software	An automated dunning and debt collection process can send reminders to customers with overdue bills, generate info for third-party debt collectors, and pause/resume subscriptions and services accordingly.
LotusFlare	The system can create installment plans to restructure overdue balances. Tracks promises-to-pay, triggers events, and feeds the dunning workflow. Coordinates with the payment domain and external collection engines for notifications and agency handovers.
Netcracker	Netcracker Collections Management, as a part of revenue management, monitors account and billing data to identify at-risk customers and then suggests and applies personalized actions to increase recovery rates while preserving customer relationships and complying with regulations. It supports the complete collections lifecycle and enables business users to configure sophisticated delinquency policies and treatment schedules with a low-code/no-code interface.
Oracle	Collections feature includes identifying accounts/bill units that have overdue balances based on criteria set by the service provider, determining whether those accounts/bill units meet predefined criteria for action, and then executing or scheduling those actions.
Qvantel	The solution delivers automated collection and dunning. It allows CSPs to implement automatic debt management scenarios to collect overdue payments. The collection solution allows creating and configuring different collection profiles. CSPs can adopt more aggressive policies against accounts with high credit risk and follow a less aggressive course for accounts with low credit risk. If no payment is received as a result of the predefined collections action, additional steps can be taken (letters, SMS notifications, suspending or barring of service). The solution also supports the use of external debt collection agencies.
Whale Cloud	Can define collection rules based on customer type, product, etc. Triggered actions include one-way blocking, two-way blocking, termination, notifications, adding to a blacklist, and withdrawing deposits. Accommodates full payments, partial payments, and advance payments, with the ability to allocate payments to specific accounts, bills, or bill items.

Source: Omdia

Discounting

We asked, “Does your solution support discounting on a single product or on combinations of products, on quantity, time or date, on customer demographic information, on total usage across hierarchies?”

All the vendors support discounting. We scored the answers based on the clarity and level of detail.

Table 8: Discounting

Vendor	Comment
Amdocs	Supports any type of discount to any product, service, bundle of services, per quantity, duration, usage, hierarchies, etc.
Aria Systems	Enables the creation of reusable discount objects that can apply either percentage-based, unit-based, or absolute monetary value discounts at various levels, including specific products, charge types, all charges on a plan, usage charges, and more. Discounts can be configured to be time-limited or usage-bound.
AsialInfo	The discount engine enables single-product discounts, combined product discounts, and tiered cross-product discounts.
Beyond Now	Supports discounts by product, bundles, time period, usage volume, customer segments, and across hierarchies. Discounts can be fixed, percentage-based—both with optional tiering—or dynamically calculated based on performance or thresholds.
Cerillion	Discounts can be applied on a single product or combinations of products, based on quantity, time or date, by customer segment, and on total usage across accounts or hierarchies. Discounts can be applied in real time (using the Convergent Charging System) and at bill-time (using Revenue Manager).
Comviva	Discounts can be applied to products, product groups, bundles, etc.
CSG	Supports: <ul style="list-style-type: none"> • Single-product and multi-product discounts, including bundles • Quantity-based discounts using tiered or tapered pricing models • Time- or date-based discounts, such as promotional periods or limited-time offers • Customer-specific discounts based on demographics, purchase history, geography, loyalty status, or credit score • Usage-based discounts, including thresholds across individual or hierarchical accounts.
Ericsson	Supports a discount on rating and billing time. Discounts can be applied to a combination of products, agreements, customers, customer hierarchy, etc. The discounts can be based on quantity, time or date, customer demographic, or total usage across hierarchies.

Huawei	Supports: <ul style="list-style-type: none"> • Multi-Scope Discounting • Dynamic Triggering Mechanisms • Segmented Customer Discounting • Hierarchical Discounting.
Lifecycle Software	Supported
LotusFlare	Supported
Netcracker	Operators can create discounts for individual product price plans or configure complex multi-product packages that give customers discounted pricing when purchasing several products. The solution's flexible discount framework handles quantity-based thresholds that can trigger different discount rates based on usage volumes, duration, or monetary thresholds, and time-sensitive discounting managed through configurable discounts for pre-established time periods, with support for prorated thresholds when customers join mid-period.
Oracle	Supports discounting on a single product or combination of products, on total usage across hierarchies, and many other factors such as quantity, time or date, or customer demographic information. There are three types of discounting: flat rate, tiered, and threshold-based discounting.
Qvantel	Rate plans include the application of discounts using any variables in rating rules.
Whale Cloud	Discounts can be defined at the account level and the subscriber level. Discounts can be based on customer and account profiles (customer demographic information), offers ordered by subscribers, the quantity of subscribers under an account, and more. Discounts can be applied to one or multiple charge items for products.

Source: Omdia

B2B2X and partner billing

We asked, “Do you support B2B2X and partner billing? For example, can an event trigger multiple transactions, such as debiting the consumer and any sponsor accounts, as well as crediting any content and delivery partners?”

All the vendors support B2B2X and partner billing. We scored the answers based on the clarity and level of detail.

Table 9: B2B2X and partner billing

Vendor	Comment
Amdocs	Supports B2B2X and partner billing, enabling complex multi-party settlement.
Aria Systems	Enables partner revenue sharing, channel and sales commissions, and transaction-linked partner/supplier/sponsor billing/settlement across subscriptions, usage-based models, off-charging, and deal-specific contracts.
AsialInfo	Can transform a single event into a multi-party financial transaction, to provide functions like Partner Billing & Settlement.
Beyond Now	Events can trigger multiple financial transactions, such as debiting customers and sponsors, while crediting partners or content providers. Beyond Now has a partner program and catalog, giving CSPs access to over 100 third-party offerings.
Cerillion	Can handle complex B2B2X value chains where a single event can trigger multiple transactions—for example, debiting the consumer and sponsor accounts while crediting content or delivery partners.
Comviva	Supports B2B2X billing scenarios.
CSG	Enables onboarding, automated billing, and accurate settlement across diverse partner types—from MVNOs and resellers to content and IoT providers.
Ericsson	Supports B2B2X models, partner billing, and digital marketplace models.
Huawei	Supports: <ul style="list-style-type: none"> • Real-Time Parallel Charging and Billing • Integrates with partner management system • Digital Marketplace Integration.
Lifecycle Software	Supports the billing needs of telcos' MVNE, MVNOs, opcos, and sub-brands.
LotusFlare	Supported
Netcracker	Supports partner management and settlement to handle multi-party relationships, revenue sharing, and cross-industry bundles. Enables CSPs to onboard diverse partners, create and monetize joint offerings, and operate complex ecosystems.

Oracle	Such models can be supported with Cloud Scale Billing's settlements feature, enabling revenue sharing with third parties such as resellers, service providers, and sales commissions.
Qvantel	The solution has a partner management function that supports partner settlement.
Whale Cloud	The system can trigger both charging to end customers and settling with partners in transactions for B2B2X scenarios. The settlement with partners can involve either debiting or crediting the partner's account under different collaboration models.

Source: Omdia

White-label capabilities

We asked, “Do you offer white-label capabilities, e.g., for an MNO to offer billing as a service to its MVNOs?”

All vendors support this in their billing product except Amdocs (supported in a separate product), Comviva, and Qvantel. We scored the answers based on the clarity and level of detail.

Table 10: White-label capabilities

Vendor	Comments	Comment
Amdocs	Supports MNO and MVNO billing through the ConnectX BSS suite. This is a separate product to Amdocs Freestyle Billing. We assume that Freestyle Billing does not natively support white labelling.	
Aria Systems	Supports billing-on-behalf-of (BOBO) to enable MVNA/MVNE models.	
AsialInfo	MVNOs can customize user portal logos/colored schemes, electronic billing templates, SMS notification signatures, and integrate their own customer relationship management (CRM) or marketing systems via APIs, while keeping core billing operations under MNO control.	
Beyond Now	The solution is multi-tenant and white-label capable. MNOs can host and operate MVNOs, sub-brands, or partners within the same instance while maintaining data and configuration separation.	
Cerillion	Provides full white-label billing capabilities, enabling MNOs and MVNEs to offer billing as a service to their MVNO customers.	
Comviva	Not supported	
CSG	Supports white-label capabilities that enable MNOs to offer billing as a service to MVNOs and other partners.	
Ericsson	MNOs can operate independently in the same billing installations. All configurations are separated and have the freedom to be customized as needed.	
Huawei	Enables MNOs to support their MVNOs: <ul style="list-style-type: none"> • Uses a hierarchical Business Entity (BE) model to structure the MVNO ecosystem. • Optimizes operational efficiency through shared billing backend infrastructure and processes, reducing redundancy for MNOs and their MVNOs. Web-based GUI and business workflows are shared across all BEs. BE-agnostic data (for example, country code configurations) is shared to avoid repetitive configuration. • To ensure MVNOs maintain operational independence, CBS enforces granular logical isolation tailored to each MVNO's needs. Critical business data and processes that are logically isolated by BE include: Subscriber Life Cycle Management, Product and Offering Definitions, CDR Generation Rules, 	

	Invoicing and Bill Management, Accounts Receivable, General Ledger, and debt collection. Supports independent configuration of time zones, languages, and currencies across multiple BEs.	
Lifecycle Software	Supported	
LotusFlare	Supports multi-tenant and white-label deployments. Each tenant (e.g., MVNO, sub-brand, enterprise) has isolated configurations, balances, and data visibility. Operators can brand bills, portals, and notifications for MVNOs or partners, including separate bill templates, invoice headers, and localized formats. MNOs can host multiple MVNOs or digital brands on the same DNO Cloud instance, enabling fast onboarding.	
Netcracker	Provides customizable bill templates, branding options, and tenant-specific configurations that allow each MVNx to maintain their unique brand identity and customer experience while leveraging the underlying Netcracker Revenue Management platform. Multi-tenant architecture allows each tenant to operate within its own secure environment with dedicated resources, databases, and configuration parameters, enabling MNOs to provide fully segregated billing services to their MVNOs while maintaining operational efficiency.	
Oracle	Accounts and account hierarchies for MVNOs can be set up in the solution, and usage-rated bills and invoices can be produced for MVNOs.	
Qvantel	Not directly supported, however, Qvantel has an MVNE customer who can offer white label billing as a service to its MVNOs.	
Whale Cloud	Includes multi-tenant architecture and white-label capabilities designed for MNOs to offer branded solutions to MVNOs.	

Source: Omdia

Loyalty programs

We asked, “How does your solution support loyalty programs?” All vendors support this in their billing product except Beyond Now (supported through the configuration of its product catalog solution), LotusFlare, and Qvantel. We scored the answers based on the clarity and level of detail.

Table 11: Loyalty programs

Vendor	Comment
Amdocs	Supports loyalty programs through voucher and loyalty plan management.
Aria Systems	Can be configured to manage loyalty-point rules and processes for both earning and redeeming points. Loyalty-specific metadata and tagging can be applied at the account, subscription, or product level to track eligibility, campaign participation, or tier status, ensuring consistent execution and auditability throughout the customer lifecycle.
AsialInfo	Loyalty system supports multi-reward mechanisms (points, membership tiers, data rewards, partner benefits).
Beyond Now	Can be supported through product catalog configuration, enabling bundling, promotions, and points-based rewards. External loyalty engines can also be integrated.
Cerillion	Supports loyalty programs for prepaid and postpaid customers, rewarding purchases, usage, and timely bill payments. Loyalty points are managed as balances and can be redeemed in real time for products, top-ups, or services, as well as with external partners via APIs.
Comviva	Supports loyalty data and events within the billing process. There is also a dedicated Loyalty Program solution called Mobilytix Rewards.
CSG	A configuration-driven loyalty system allows brands to define an earning point structure, loyalty point redemption, and eligibility rules and enforcement on when loyalty points may be redeemed.
Ericsson	Enables customers to earn bonus points through configurable criteria like high usage, payment history, and referrals, which can be exchanged for rewards, including rate plan upgrades, free units, and monetary credits. Advanced promotion packages support tiered discounts, cross-service rewards, and personalized incentives with automatic or manual assignment based on customer behavior and demographics.
Huawei	Provides loyalty capabilities in three dimensions: <ul style="list-style-type: none"> • Built-in Loyalty Points Management—Rule-Based Points Awards and Flexible Points Utilization (check real-time points balances, transfer points to friends, etc.). • Dedicated Loyalty Module for Advanced Customization—an optional standalone Loyalty Module extends capabilities with features like tiered membership management, personalized reward rules, and targeted incentive campaigns.

	<ul style="list-style-type: none"> • Integration with third-party loyalty systems.
Lifecycle Software	Supported
LotusFlare	Integrates with external loyalty engines (not an inherent part of the solution).
Netcracker	Supports a broad range of loyalty programs, ranging from simple point-based schemes to advanced programs in which customers automatically progress through loyalty tiers based on spending patterns and engagement levels. The solution enables loyalty point generation from product purchases, service usage, recurring charges, one-time purchases, and paid invoices. Redemption engine allows customers to use accumulated points for product purchases, service upgrades, and one-time awards through full or partial point redemptions.
Oracle	Supports loyalty programs through the configuration of Sub-Balances, which track and manage loyalty points.
Qvantel	Supported via partners (not natively part of the solution).
Whale Cloud	The system can support point calculation based on transactions or periodically, for example, based on a user's network tenure. After earning points, users can redeem goods on a points mall. An API enables redemption on third-party websites.

Source: Omdia

Non-functional capabilities—70% of the marks

TM Forum alignment—10% of the marks

Ready for official development assistance (ODA)—5% of the marks

We asked if the solutions had achieved the “ready for ODA” status for seven components (bill generation, billing account management, billing inquiries, payment management, bill calculation, debt collection, and party management).

The criteria for “ready for ODA” are assessed jointly by the software provider and TM Forum's CTO office using the ODA Success Framework, a rigorous and evidence-based evaluation based on six dimensions.

We gave full marks if a component had a conformance certification; the TM Forum only recently launched the conformance certification, and none of the vendors have achieved it yet for the ODA components we asked about.

We gave half marks if the vendor had achieved “ready for ODA” status for a component and a quarter mark if they claimed that they fulfilled the function but did not have a certificate.

Huawei, Netcracker, and Whale Cloud score highest based on this method, closely followed by Amdocs.

API certification—5% of the marks

We asked which out of a list of 21 billing-related APIs the vendors supported and whether they were merely conformant, certified by TM Forum, or real-world certified by TM Forum in a live customer deployment.

We gave full marks if the vendor had a real-world certificate for the API, three-quarters if they had an ordinary certificate, and a quarter if they declared they were conformant but had no certificate.

Amdocs scores highest based on this method, followed by Whale Cloud, Huawei, and Netcracker.

Deployment and integration—5% of the marks

Deployment

We asked, What deployment options do you offer? For example, on-premises/private cloud, public cloud, or a hybrid of public and private?

We assigned a half mark for public cloud, a fifth of a mark for both on-prem and private, and a tenth of a mark for hybrid. Around half of the vendors claimed to offer all four options, as shown in the table.

Table 12: Deployment options

Vendor	On-prem	Private	Public	Hybrid	Comment
Amdocs	1	1	1	1	Freestyle billing can be deployed on-premise, on private cloud, in the public cloud, or in a hybrid of these options.
Aria Systems			1		Hosted on public cloud, it is available as a standard multi-tenant service and a premium option with a dedicated private database and disaster recovery (DR) capabilities. No on-premises, private cloud, or hybrid cloud offering.
AsialInfo	1	1	1		Supports public cloud, but most customers opt for private cloud or on-premises.
Beyond Now		1	1	1	Supported on public, private, and hybrid cloud.
Cerillion	1	1	1	1	Can be deployed in public cloud, private cloud, hybrid cloud, and on-premises
Comviva	1		1		Supports on-premise and public cloud
CSG	1	1	1	1	Supports on-premises/private cloud, public cloud, and hybrid public-private cloud.
Ericsson	1		1		Supports private cloud, on-premises, public cloud, and hybrid.
Huawei	1	1	1	1	Supports on-premise, private cloud, public cloud, and hybrid cloud.
Lifecycle Software	1	1	1	1	Can be deployed anywhere (cloud agnostic).
LotusFlare		1	1		Supports public (preferred) and private cloud (AWS Outposts for on-prem).
Netcracker	1	1	1	1	Can be hosted in public cloud or a private data center (DC) (on-customer prem or Netcracker), plus hybrid (e.g., to handle peak loads or for DR).

Oracle	1	1	1	1	Can be deployed on bare metal, VMs, private and public cloud, plus hybrid. Often, the test, development, and DR environments are hosted in public cloud, while production environments are on-premise or in private cloud.
Qvantel	1	1	1		Has been deployed on-premises, in private cloud, and in public cloud.
Whale Cloud	1	1	1	1	Supports on-premises, private cloud (e.g., OpenStack), public cloud, and hybrid deployments.

Source: Omdia

Public cloud deployments

We asked, “On which public clouds have you deployed your solution (e.g., AWS, Azure, GCP)?” We gave a third of the marks for each of the top three public clouds the vendors named. For those that were not deployed on all three of the top clouds, we gave an additional tenth of a mark for each additional cloud provider they named.

Note that just because a vendor hasn’t deployed its solution on a particular public cloud doesn’t mean that it couldn’t. The most popular cloud is AWS, followed by Azure. There is then a big gap to GCP and OCI.

Table 13: Public cloud deployments

Vendor	Alibaba	AWS	Azure	GCP	Huawei	IBM	OCI	ZTE
Amdocs		1	1	1			1	
Aria Systems		1	1	1			1	
AsialInfo	1	1	1	1				
Beyond Now		1	1	1				
Cerillion		1	1			1		
Comviva		1						
CSG		1	1				1	
Ericsson		1					1	
Huawei		1			1			
Lifecycle Software			1					
LotusFlare		1	1					
Netcracker		1	1	1				
Oracle		1	1				1	
Qvantel		1		1				
Whale Cloud	1	1	1					1

Source: Omdia

Prebuilt integrations

We asked, “With which external systems did the vendor have prebuilt integrations.” We asked participants to list systems and vendors for: accounting, charging, credit checking, CRM, mediation, payments, tax, or any other relevant systems.

We scored the answers based on the number of software vendors they were able to name and their relevance (e.g., Salesforce for CRM, SAP, and Oracle for accounting). While we appreciate that open APIs should simplify integrations, in practice, it is nice to know that it has been done before.

Table 14: Prebuilt integrations

Vendor	Comment
Amdocs	Prebuilt integrations with several vendors of software for accounting, charging, CRM, payments, and tax.
Aria Systems	Prebuilt integrations with software vendors for accounting (NetSuite, Oracle, SAP), charging (Amdocs/OpenNet, Matrixx, OVOO), CRM (Microsoft, Salesforce, ServiceNow), mediation (Digital Route), payments (16 vendors named), and tax (five vendors named). Aria also has prebuilt integrations with software vendors of data systems, entitlement, revenue recognition, digital presentment, and price optimization.
AsialInfo	Prebuilt integrations with a variety of accounting, charging, and CRM vendors.
Beyond Now	Prebuilt integrations exist for several accounting, tax, and other systems. The list of systems cited was not as extensive as that of many of the other respondents.
Cerillion	Prebuilt integrations with a wide number of accounting, CRM, and payments systems. It has been integrated with the charging systems of the major network equipment providers.
Comviva	Only named a few prebuilt integrations with other systems.
CSG	Named several ERP, charging, CRM, mediation, payment, and tax solutions.
Ericsson	Prebuilt integrations exist for some third-party accounting and CRM systems. Ericsson did not name as many third-party systems as some other respondents.
Huawei	The solution has been integrated with a wide range of third-party software, including well-known accounting systems (SAP and Oracle), charging (including Nokia and Ericsson), and CRM (including Microsoft and Salesforce).
Lifecycle Software	No prebuilt integrations are named.
LotusFlare	Did not name any third-party systems for which it has prebuilt integrations, but it says it “integrates natively with key vendors in accounting, charging, payments, CRM, and tax”.
Netcracker	An extensive list of third-party software systems for which it has prebuilt integrations. These include accounting, charging, CRM, mediation, payments, and tax.
Oracle	Examples of prebuilt integrations include Vertex for tax and Chase Paymentech for payments.

Qvantel	Has prebuilt integrations with the most common charging suppliers. For mediation, it has prebuilt integrations with Nokia and Ericsson. For other application types, few names were provided.
Whale Cloud	No prebuilt integrations are named.

Source: Omdia

Software and systems integration (SI) partners

We asked which other software vendors and SIs the vendors partner with in the billing arena. We gave marks based on the number and relevance of the software and SI partners named.

Table 15: Software and SI partners

Vendor	Comment
Amdocs	Offers its own SI services.
Aria Systems	Partners with many SIs, including Accenture, Capgemini, EY, Infosys, NTT Data, Prodapt, TCS, Tech Mahindra, and Wipro.
AsialInfo	Collaborates with a variety of consultants, SIs, and network equipment providers (none named).
Beyond Now	SI partners include Accenture, HCL, and NTT Data.
Cerillion	Works closely with an ecosystem of channel partners (including Capgemini, CGI, Infosys, Nokia, and Netcompany), technology partners (AWS, Azure, IBM, Red Hat, and Oracle), and product partners (including OpenText, Sisense, and Squire Technologies).
Comviva	The main SI partner is the parent company, Tech Mahindra.
CSG	Key SI partners include Avenga, IBM, Prodapt, and Virtusa.
Ericsson	SI partners include Wipro, TechM, Capgemini, Atos, and Accenture.
Huawei	Software vendor partners include GMC and Inspur. SI partners include Minsait and Chinasoft International.
Lifecycle Software	None named
LotusFlare	None named
Netcracker	Partners include NEC (parent company), T-Systems, Juniper Networks, Accenture, Atos, Infosys, Google Cloud Platform, AWS, Microsoft Azure, RedHat, Tech Mahindra, CGI, Wipro, Capgemini, Cognizant, Tata, and IBM.
Oracle	Provided a list of 14 systems integrator partners.
Qvantel	None named
Whale Cloud	None named

Source: Omdia

Reliance on vendor for customization

We asked, “to what extent can customers extend or customize the solutions themselves, versus having to rely on the vendor?”

Marks were awarded for references to low-code/no-code tools, codeless, or self-service rules engines. Marks were also awarded for distinguishing between no- and low-code capabilities, and for candid answers that admitted some requirements still require support from the vendor. Marks were awarded for generative AI (GenAI)-based code assistants. Open API integration is a given, so did not score marks.

Table 16: Reliance on vendor for customization

Vendor	Comment
Amdocs	Bill presentment (one of the modules that forms freestyle billing) is fully configurable, allowing CSPs to apply any level of customization to align with their branding, layout preferences, and customer engagement strategies.
Aria Systems	It is not possible to customize the software; however, it can be configured extensively. Business process automation requirements beyond standardized functionality and processing are addressed using Aria Workflow, a codeless and configurable business rules processing engine. The platform supports the addition of extensible object fields and associated data types.
AsialInfo	Customers can independently address 80% of customization requirements through low-code tools, including: visually configuring billing rules, designing user portals, defining business processes, and implementing API integrations. The remaining 20%, involving core algorithm modifications (e.g., new billing models), non-standard protocol integrations, or architectural-level expansions, requires development support from the vendor .
Beyond Now	Configuration of billing rules is supported through a GUI and low-code options. Business users can define products, bundles, and offers without developer support. External systems and custom integrations can be added via Open APIs.
Cerillion	Follows a “configuration not customization” philosophy, with extensive low-code/no-code tools that let customers adapt the system themselves without heavy vendor reliance. Open APIs support further extensions and integrations.
Comviva	Solution is highly configurable; for customization, it provides APIs or event streaming integration.
CSG	Has extensive self-service customization capabilities and offers vendor-led support for more complex needs.
Ericsson	Solution can be customized with extensive self-service low-code/no-code and UI driven capabilities through comprehensive configuration tools, APIs, and flexible business rule engines.
Huawei	Can be configured via a no-code , visual, drag-and-drop interface to modify bill run process, payment rules, dunning collection strategy, General Ledger logic, as well as tariff, discount, policy, and offer parameters. A low-code platform allows customers to build lightweight workflows or modules using prebuilt templates and APIs. CBS has a rich library of industry-specific templates and best practices, minimizing the need for extensive customizations in the first place.
Lifecycle Software	Most functionality can be configured on a self-serve basis, but complex workflows and specific customizations require engagement with the vendor.

LotusFlare	Can be extended through configuration, APIs, and event-driven integrations. Involvement by LotusFlare is only needed when changes affect the billing engine’s core data model or compliance logic.
Netcracker	Solution provides configuration interfaces and prebuilt process templates that allow CSPs to adjust business rules, workflows, and user interfaces without changing the underlying code base. Drag-and-drop interfaces allow users to create billing rules, pricing plans, and discount structures, define workflows, set dependencies, and customize dashboards and UIs without the need for coding . For more complex configurations, Netcracker integrates GenAI-based code assistants , which guide users through development processes. These tools offer AI-assisted debugging, refactoring, and automated code reviews. An API Management platform enhances the configurability and extensions of a revenue management/billing solution by exposing core functions—such as rating, invoicing, payments, and settlements—through open, standardized, secure APIs. This allows CSPs to configure and adjust business rules, workflows, and billing logic externally without altering the core platform.
Oracle	Where a requirement is not supported using productized capabilities, customers have access to a fully documented SDK and API set, exposing over 1,000 revenue management-related functions.
Qvantel	Customers can define business rules and process flows themselves using a low-code/no-code studio.
Whale Cloud	More than 70% of business-user customization can be accomplished through configuration, including product catalog, pricing/discounts/promotions, bundles, partner offers, dunning/collections, invoice/tax mappings, and invoice layout. The system offers low-code/no-code extension capabilities, allowing customers to define scripts for tariffs or workflows to support more complex business requirements. The system provides a rich set of Open APIs for integration with third-party systems. Changes to core charging/billing kernels and data model modifications must be developed and implemented by the vendor .

Source: Omdia

Performance and scalability—5% of the marks

Maximum number of subscribers supported

Most vendors said the number of subscribers was unlimited. Many cited the largest deployment they currently had. Netcracker clarified that the subscriber limit depends entirely on the specific hardware configuration, network infrastructure, and performance requirements of each deployment, with no constraints created by the software itself.

We gave all respondents full marks for this question as, even if they did not specify, we assume the number of subs is not constrained by the software.

Maximum number of transactions per second (TPS)

Most answers referred to charging solutions (not part of billing). Most answers were in the thousands. Cerillion clarified that the TPS limit was per charging node. Netcracker explained that transaction capacity scales by adding additional processing nodes and database resources, with no software constraints. We assumed that this is the case for all vendors and hence gave them all full marks for this question, even those that did not answer.

Support for near-real time

All vendors said they supported near-real-time E2E experience (processing in under a second) for usage tracking, rating, and billing.

End-to-end latency between data ingestion and final billing

Most answers referred to charging. Some answers explained the lag between collecting usage data and the updated balance being available to the customer (which is what we were after). Given the different interpretations that respondents had for this question, we gave full marks to all answers to avoid penalizing anyone.

Table 17: Performance and scalability

Vendor	Max subs	Max TPS	Near real time	Latency
Amdocs	Virtually unlimited (largest customer >100m)	>100k for charging	Supported	<20ms for charging
Aria Systems	Unlimited (largest customer >300m)	Unlimited. Has demonstrated >10k	Records are available in under a second on a pro-forma bill	<1s
AsialInfo	Largest customer 60m consumers + 70m IoT	70k	See latency	End-to-end process latency (including collection of data, real-time batch pricing, balance updates, and bill generation is under 1 second).
Beyond Now	Unlimited	Millions	Supported for rating and billing	Final billing is completed during the bill run cycle, but interim bills and simulations can be generated instantly.
Cerillion	Benchmarked to 20m	1.1k per charging node	Supported for usage tracking, rating, and billing	Usage is charged in real time and made available in under 1s for billing or real-time customer enquiries. Billing is done on-demand or periodically.
Comviva	350m	1.2k for billing and charging	Supported for charging	CDR collection—5 min latency.
CSG	Unlimited (largest customer >80m)	Millions	Supported. Average response <0.25s	On average <2 mins

Ericsson	Unlimited (largest customer >65m)	4.7m for online payment processing and 2.3m for batch operations	Supported. Rating and charging within 0.5s	<1s from CDR ingestion to final billing
Huawei	Unlimited (largest customer >130m)	A function of compute capacity, not the software	Supports real-time rating, charging, and billing	Billing visibility within 3s of service usage
Lifecycle Software	Unlimited	1.15k	Supported	CDR usage can be mediated and processed in a few seconds to minutes, depending on volume and polling frequency.
LotusFlare	>100m	>1,000k (1m)	Supported	10ms
Netcracker	Unlimited (largest customer >165m)	>20k	Supported	Depends on processing requirements, business needs, and deployment context.
Oracle	Unlimited (tested to 100m)	270k	Supported	Single-digit ms charging latency
Qvantel	Largest customer >73m	Not answered	Supported	Not answered
Whale Cloud	>60m	4.6k	Supported (<1s usage tracking, rating, and billing)	From data ingestion (CDRs/usage events) to final billing latency is normally <10ms, but can go up to 200ms for peak loads.

Source: Omdia

Security and compliance—5% of the marks

Compliance with relevant standards

Given that the heading of this section was “Security and compliance,” we were hoping to hear about security standards. However, many vendors instead told us about roaming standards, GDPR (and other privacy regulations such as SOC and HIPAA), and TM Forum compliance, even though the latter had already been asked about.

- ISO 27001 is a key standard for information security management. Mentioning this got half marks.
- NIST is a key authority in cybersecurity in the US. This got another half mark.
- Payment Card Industry Data Security Standard (PCI DSS) was often mentioned, although Beyond Now explained that, in their case, compliance is the responsibility of the telco, as no credit card data is processed or stored in its platform.
- Note, omitting ISO27001 and NIST from their answers does not necessarily mean solutions are not compliant.

Table 18: Security standards

Vendor	Standards
Amdocs	Amdocs solutions adhere to a wide array of security and compliance standards, including ISO/IEC 27001, PCI DSS, GDPR, and NIST.
Aria Systems	Security standards followed include NIST Cybersecurity Framework, CIS Controls, HITRUST CSF, HIPAA, SOC2, GDPR, and the specific requirements defined within PCI DSS Level 1.
AsialInfo	Roaming billing and 3GPP billing standards. ISO 27001:2022, PCI DSS v4.0, SOC 2 Type II, EU GDPR
Beyond Now	ISO27001, GDPR, SOC2 (by end 2025)
Cerillion	3GPP charging, PCI DSS, GDPR, and ePrivacy
Comviva	Roaming (TAP, RAP, BCE, NRTRDE)
CSG	ISO 27001, GDPR, PCI DSS 4.0, SSAE 18, SOC 1 & 2 type 2 + CSA STAR
Ericsson	ISO 27001, NIST CSF, NIST 800-37 e39, NIST Privacy, NIST 800-53 Control Catalog, NIST SSDF, etc.
Huawei	Roaming (TAP, etc.), data privacy and security (ISO27001, 27701, 27018; PCI DSS; GDPR; SOX)
Lifecycle Software	ISO 27001
LotusFlare	ISO 27001, ISO 27701, SOC2, GDPR, CCPA.
Netcracker	ISO 27001, ISO 27017, and ISO 27018, CSA STAR, SOC 1 and SOC 2, SoX, PCI-DSS, PA-DSS, GDPR, NIST (800-53, 800-122, 800-64 Rev 2)
Oracle	Not answered.
Qvantel	ISO 27001
Whale Cloud	ISO 27001, PCI DSS, GDPR, roaming

Source: Omdia

Role-based access control

We asked, “How granular is your role-based access control (RBAC)? For example, can you define roles based on job function, organization unit, or project?” All the solutions have RBAC that meets our definition. We gave all respondents full marks if they provided an answer.

Table 19: RBAC

Vendor	Comments
Amdocs	Granular Role-Based Access Control (RBAC) enabling roles based on job function, organizational unit, project, or custom attributes, with flexible, policy-driven permissions.
Aria Systems	Granular RBAC using a combination of traditional Access Control List (ACL) and "concentric circle" security models.
AsialInfo	Fine-grained RBAC supports multi-dimensional permission definition, as well as dynamic policy combination.
Beyond Now	The model includes permissions, roles, work groups, and users.
Cerillion	Roles are definable by job function, organizational unit, project, or customer grouping. Permissions can be applied to individual screens, workflows, reports, and data fields.
Comviva	Menu Level, Functionality Level, and Data Field level RBAC
CSG	Access segmented by: Job Function (admins, CSRs, product managers, and developers), Organizational Unit, Project, or Task.
Ericsson	Job functions, organizational units, business units, and project-specific roles.
Huawei	Job Function, Organization Unit, Data-Level Restrictions
Lifecycle Software	Job function, organization unit, or project
LotusFlare	Job function, organization unit, or project.
Netcracker	Job function, organizational unit or project.
Oracle	Roles control access to menu items, data objects, and specific functionalities, including the ability to run opcode workflows.
Qvantel	Supports multiple levels of access.
Whale Cloud	Not answered

Source: Omdia

Logging of user actions

We asked, “What user actions are logged (e.g., login, config changes, data access, API calls) for audit trails?” Most answers met the definition in the question. We awarded marks based on the richness of the answer provided.

Table 20: Logs

Vendor	Comments
Amdocs	All user actions—including logins, configuration changes, sensitive data access, and API calls—are logged.
Aria Systems	All end user activity within the platform providing a full "click-by-click" audit history.
AsialInfo	Identity & Access Management (login/out, permission changes, etc.), System Configuration Change (billing rules, tax rates), Data Access and Operation (bill inquiry, API transfer), Financial Operations (refund, etc.)
Beyond Now	User logins, entity changes, API calls.
Cerillion	Authentication events (logins/outs), Configuration and system changes (catalog, workflow, user role/permissions), Data access (customer record views, transactions), Operations (orders, payment, refunds), API calls.
Comviva	Login, config changes, data access, and API calls are logged.
CSG	Audit trails are available for all transactions and changes made in the systems, including user actions and system modifications.
Ericsson	Authentication events, configuration changes, data access patterns, and API/SOI command execution. Tracks user account management, role assignments, password changes, database access, and system modifications.
Huawei	Logins (successful/failed). Configuration changes (e.g., billing rules, pricing), data access (subscriber records, payment details), API calls, user activities.
Lifecycle Software	Logins via SSO, user activity, and access via front ends or API calls
LotusFlare	Authentication events (logins—successful and failed), Configuration and admin changes (system settings, network/security rules, IAM policies), Data access, API calls.
Netcracker	Authentication events (logins/outs), authorization and permission changes, configuration changes, data access events, API calls, and report viewing activities.
Oracle	Customer and account actions, billing and subscription activities, customer service rep activities, and user logins/outs.
Qvantel	Login, config changes, data access, API calls.

Whale Cloud	Logins/outs, configuration changes, data access, API calls, report generation, payment processing, and role permission modifications.
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Source: Omdia

Operations and support—5% of the marks

Support models and SLAs

We asked, “What support models and SLAs do you offer, e.g., 24/7, follow-the-sun?” Most vendors offer different tiers of support, from office hours to 24/7 and even onsite support. Response and resolution times are also tiered, based on incident severity. Only Comviva shared what those response SLAs are. We awarded half marks for generic answers and full marks for detailed answers.

Table 21: Support & SLAs

Vendor	Comments
Amdocs	Offers flexible support models, including 24/7 follow-the-sun.
Aria Systems	Three tiers of customer support, 24/7 email and web access for reporting and tracking issues, and defined response time SLAs.
AsialInfo	Three tiers of support from nine hours a day, five days a week to 24/7. The highest level can entitle the customer to emergency support onsite.
Beyond Now	24/7 service and support available.
Cerillion	<ul style="list-style-type: none"> • 24/7 support across global time zone • Follow-the-sun model with support centers in multiple regions • Tiered SLAs with response and resolution times based on incident severity • Multiple access channels for raising support requests (portal, email, phone)
Comviva	3 tiers of support: 24x7 for business-critical and core solutions, 12x7, and 8x5. Standard SLAs for incidents are six hours (P1), 24 Hours (P2), and 48 hours (P3).
CSG	24x7x365 Global Service Desk.
Ericsson	Basic product support, node support, and extended support with different SLAs and commercial models.
Huawei	Three tiers of customer support are offered, with help desk availability ranging from eight hours a day, five days a week to 24/7. The top tier includes onsite maintenance support.
Lifecycle Software	Support is provided with three tiers of SLA. 24/7 support is available.
LotusFlare	24/7 customer support, and enterprise-grade SLAs for ticket response and resolution.
Netcracker	Product Support responsibilities include: Product Problem Management; Maintenance updates and new product releases; Advice on product best practices.
Oracle	Response level SLAs range from remote support to dedicated onsite 24/7

	support.
Qvantel	24x7 support
Whale Cloud	Tiered support model with L1 and L2 teams onsite or nearshore, and L3 support provided remotely from China. For critical and major incidents, it can provide 24/7 on-call service.

Source: Omdia

Upgrades and patching

We asked participants to “Please describe your upgrade and patching strategy, including how major and minor updates are deployed. Specify whether the solution supports in-service software upgrades (ISSU) or other zero-downtime methods. Include details on release cadence, customer control over feature activation, and rollback capabilities.”

Most vendors of non-software as a service (SaaS) solutions support ISSU and deliver one or two major updates each year, with minor updates available in between (e.g., monthly or quarterly). Most vendors stress that their customers can choose if and when to enable new features so that these can be thoroughly tested.

SaaS vendors, such as BeyondNow and Cerillion, roll out new features on a daily or weekly basis, although they also allow customers to choose if/when to activate new features through configuration.

Given the mix of SaaS and traditional software, marks were generally awarded based on the level of detail in the response, not the upgrade frequency.

Table 22: Upgrades and patching

Vendor	Comments
Amdocs	Delivers major and minor updates through a continuous delivery model with a regular release cadence. The solution supports ISSU and rollback.
Aria Systems	All new functionality is released in a "stage" setting, allowing clients to test and enable new features on their own timeline.
AsialInfo	Major updates (annual) employ blue-green deployment with instant rollback; minor updates (quarterly) and hotfixes use rolling updates to ensure service continuity. All new features are controlled through feature flags, thus decoupling deployment from release.
Beyond Now	ISSU: new features and fixes are rolled out at least weekly. Customers can align on feature activation through configuration.
Cerillion	Two major releases per year. Minor updates are delivered via CI/CD with automated build, test, and deployment every night. Updates are released daily to customer projects, but customers control when these are promoted into live production.
Comviva	2–3 minor releases per quarter and two major releases per year. ISSU is supported.
CSG	For SaaS solutions (Ascendon and Advanced Convergent Platform (ACP)) updates are released quarterly at a minimum. Most of these can be deployed with no downtime.
Ericsson	ISSU is supported.
Huawei	Major release and four minor releases annually. Other incremental updates are available on demand. Rolling upgrades enable component-by-component updates, ensuring zero downtime. Customers can enable/disable features in real time via a billing management portal.
Lifecycle Software	Zero-downtime methods to roll out regular scheduled major and minor updates.
LotusFlare	Upgrades are done using CI/CD software.
Netcracker	Upgrades from 3–24 months, dependent on product type and deployment. For cloud deployments, the Evergreen approach is recommended, with updates quarterly or semi-annually. For billing, Netcracker typically employs an upgrade cycle of up to 24 months due to the complexity and business impact.

Oracle	Zero-downtime upgrades are supported for cloud native deployments. For non-cloud native, “near-zero” downtime is supported. Minor versions are released once a year; major releases once every three years. Updates for critical vulnerabilities are released once a quarter.
Qvantel	Releases are quarterly with monthly patches in between.
Whale Cloud	Rolling container updates for seamless upgrades. Each application is typically deployed with at least two active instances; when an upgrade is initiated, another container continues to serve traffic. A new release is issued each quarter.

Source: Omdia

Single code thread

We asked, “Are all your customers on the same version of your software such that you have a single code thread and offer automated software updates?”

The single code thread concept only applies to SaaS solutions. Newer vendors such as Aria Systems, Beyond Now, and LotusFlare typically meet this definition. Established vendors such as Amdocs, CSG, and Netcracker tend to have a combination of both SaaS solutions (e.g., Amdocs’ connectX and CSG’s Ascendon) as well as older on-premise solutions where each client instance is maintained separately. As such, we gave SaaS-only vendors full marks for this question and half marks to those who had a combination of SaaS and on-prem, client-specific solutions.

Table 23: Single code thread

Vendor	Comments
Amdocs	Only for SaaS products like Connect and Bill Experience. For Freestyle Billing, each customer upgrades at their own pace.
Aria Systems	Single codebase with seven annual releases.
AsialInfo	Single codebase for all deployments, using feature flags and modular architecture to enable customization without code fragmentation.
Beyond Now	SaaS solution so all customers are on the same codebase.
Cerillion	Single product-kernel model and one code line with features turned on/off through configuration.
Comviva	Customers are on different software releases, but this is consolidated into a single baseline software release version.
CSG	Yes (unclear if this applies to Encompass as well as Ascendon and ACP).
Ericsson	A single software path is available to all customers; however, multiple versions exist across the customer base.
Huawei	Deployments are built on a single codebase. Huawei offers versioned releases, enabling customers to choose their upgrade cadence and preserve any customizations.
Lifecycle Software	Some customers are using different versions, as not every customer shares the same update schedule, but the vendor maintains a common code base.
LotusFlare	All customers are on the same version of the software.
Netcracker	Given the different priorities of customers, different versions of the revenue management solution are in production at different operators around the world.
Oracle	Customers are not all on the same version of the software.
Qvantel	Customers are currently adapting to new versions of Qvantel Flex according to their own adoption cycles.
Whale Cloud	Two versions of the solution are currently in production. The decision to adopt the latest version rests with the customer.

Source: Omdia

Managed services

We asked vendors to “Please describe your managed services offering, including methodologies and tools.” Responses varied widely. We awarded marks based on the level of detail of the response.

Table 24: Managed services

Vendor	Comments
Amdocs	Amdocs offers end-to-end managed services.
Aria Systems	Professional Services (deployment, transformation, integration, and migration), Knowledge Services (training, documentation), Customer Success Management, Customer Support (technical), and Technical Account Management (identifies growth opportunities).
AsialInfo	Core services include proactive monitoring, evolving deployment, and security compliance.
Beyond Now	Management of customers, orders, services, products, billing, and support processes. Comprehensive knowledge base, training courses, full technical documentation, dedicated support services, and a collaborative portal.
Cerillion	Full application management, infrastructure operations (on-premise or cloud), monitoring, patching, upgrades, and day-to-day service operations. Options range from remote application management through to fully outsourced BSS/OSS operations.
Comviva	Customers mainly manage the solution themselves.
CSG	Supports both hybrid and fully outsourced operational environments.
Ericsson	<p>“Operate” services proactively monitor, analyze, and optimize both IT and business processes.</p> <p>Service KPIs such as order success rate, provisioning accuracy, etc. are continuously monitored, with corrective actions executed automatically whenever possible.</p>
Huawei	CBS is available as a fully managed, end-to-end SaaS solution on Huawei Public Cloud.
Lifecycle Software	Automated monitoring is in place, backed by a knowledgeable team that will deal with any problem that arises.
LotusFlare	Managed services include configuration, integration, customer support, system operation and maintenance, and third-party solution maintenance.
Netcracker	Helpdesk Support, Operations and Production Support, Solution Support, and Product Support. Examples of SLA metrics for the Billing solution include billing/invoicing timeliness, accuracy and completeness, top-up accuracy, transaction timeliness and quality flowthrough, system availability, and response time.

Oracle	Managed services include infrastructure operations and software maintenance.
Qvantel	Offline rating, billing, invoicing, and accounts receivables. Support audit processes, manage billing configurations, and corrections. Support testing of new releases and product configurations. Managing quality and revenue assurance.
Whale Cloud	Service Desk and Support, Infrastructure Management, Application Management, Application Development, Security and Compliance, Service Management, and Reporting.

Source: Omdia

AI and automation—5% of the marks

Embedded AI

We asked, “How is AI (including GenAI) embedded into your solution? For example, which processes have you enhanced or automated with AI (e.g., invoice generation, tax calculation, refunds, churn prediction, fraud detection, pricing optimization)?”

A variety of use cases were presented, including the ones we suggested. Marks were awarded based on our subjective assessment of the quality of the answers.

Table 25: Use of AI

Vendor	Comment
Amdocs	Key AI-enabled components include Bill Presentment, Zero-Touch Billing Operations, Dunning, Bill Explainer, Bill Designer, and Embedded Analytics.
Aria Systems	Aria Billie serves as an AI copilot for customer service representatives. Aria Billie Connect enables both Aria and non-Aria systems with conversation-based billing responses and agentic actions as an open, integrable AI/ML framework.
AsialInfo	Use cases include fraud detection, customer retention, dynamic pricing, bill summarization and error detection, refunds, and revenue assurance.
Beyond Now	Bill Analyzer helps customers understand invoice changes; Usage Assurance Anomaly Detection flags irregular usage; Order Assurance Alerts identify issues affecting billing and fulfilment. Automate contract renewals by tailoring offers based on historical billing data and applying AI to product and partner revenue forecasting. AI also enhances churn prediction, profitability analysis, and anomaly detection.
Cerillion	<ul style="list-style-type: none"> • GenAI-powered product, package, and promotion creation. • Anomaly detection. • GenAI compares a customer’s bill with the previous one, delivering clear, natural-language explanations for any differences. • GenAI enhances the buying experience, with customers able to describe in natural language what they need. • Natural language explanation and narratives of reporting data and charts.
Comviva	Comviva has 120 AI/ML models for supporting telecommunication service provider use cases, which can be integrated into BlueMarble Billing.
CSG	AI use cases include: <ul style="list-style-type: none"> • Self-care chatbot that recommends optimal plans • Customer care assistant who helps agents answer queries
Ericsson	Intelligent Invoice Anomaly Detection, Intelligent Usage Analysis for Billing, Intelligent Churn Management, Next Best Offer, Intelligent Customer Segmentation, Similar Interest Recommendation, Product Configuration Assistant, Guided Selling (CPQ assistant), Smart pricing, Order Fall-out Detection

	and Prediction
Huawei	<ul style="list-style-type: none"> • AI-Powered Bill Run Reconciliation & Audit • Intelligent Invoice Agent • Intelligent Dispute Resolution • Intelligent Collection • Churn Predication and Fraud Detection • Upselling
Lifecycle Software	AI capabilities include AI-powered chatbots and the usage of ML to engage contextually based customers' demographics, special occasions, tenure, time of the year, churn probability, and other information.
LotusFlare	DNO can supply data to external AI engines.
Netcracker	<p>GenAI use cases span the entire revenue lifecycle: e.g., autonomous agents observe rating, billing, and collections data in real time, generate narrative explanations or recommended actions, learn from outcomes, and refine their logic on the fly.</p> <p>AI capabilities include applying tailored models for detecting billing anomalies, such as incorrect charges or usage rating errors, or identifying potential payment fraud. AI/ML is also used for forecasting revenue streams based on billing cycles and predicting customer payment behaviors to optimize collections strategies.</p>
Oracle	We are embedding Oracle AI/ML services—whether that be classical ML, Gen AI, or Agentic AI—directly into our solutions.
Qvantel	Roadmap items include the use of AI in business intent validation, offer creation, and pricing optimization.
Whale Cloud	<p>Churn prediction, fraud detection, dynamic pricing optimization, and automated dispute resolution. AI also improves invoice accuracy by flagging potential rating errors and streamlining revenue assurance through predictive leakage identification.</p> <p>Solution fully automates with AI: invoice generation, tax calculation, refund processing, and notifications. AI also automates dispute resolution by analyzing cases and suggesting outcomes.</p>

Source: Omdia

Closed-loop AI decisioning

We asked, “Does the platform support closed-loop AI decisioning, where AI-generated recommendations can be applied automatically to live offers or billing rules?”

We were interested to learn whether vendors thought AI could be trusted to operate without human oversight. We awarded marks based on references to rule-based guardrails or validations that would make AI reliable. Half marks were given where the vendor indicated human approval was required.

Table 26: Closed-loop AI

Vendor	Comment
Amdocs	GenAI recommendations can be validated and then automatically applied to live offers and billing rules.
Aria Systems	Billie Connect enables both conversational insights and agentic actions to take place [automatically] against customer accounts.
AsialInfo	In dynamic pricing scenarios, the system can automatically generate pricing plans based on market data and user behavior. In an anti-fraud scenario, the system immediately triggers transaction blocking mechanisms. It also supports the automatic generation and activation of personalized marketing.
Beyond Now	AI recommendations can be automatically applied to live pricing, offers, and billing rules, enabling true closed-loop AI-driven decisioning.
Cerillion	No. AI can make catalog suggestions, but publication is subject to human approval. Similarly, AI can populate a shopping cart with items, but the decision to purchase is made by the customer.
Comviva	No
CSG	AI-generated recommendations—such as upsell opportunities, churn risk interventions, or personalized plan suggestions—can be automatically applied to live offers, customer journeys, and engagement workflows.
Ericsson	Possible, but normally a human validates and approves (takes the last decision).
Huawei	<ul style="list-style-type: none"> • Offer Copilot supports end-to-end offer design and configuration, conducts market launch simulations, and recommends offers to end-users based on precise customer profiles. • Intelligent Invoice Agent delivers personalized bill designs tailored to user profiles. • Intelligent Collections leverages customer profile analysis to generate targeted collection plans and actions.
Lifecycle Software	No
LotusFlare	No
Netcracker	Closed-loop AI decisioning is supported.

Oracle	This is not an embedded functionality.
Qvantel	No
Whale Cloud	Not answered

Source: Omdia

AI agent interaction

We asked, “How does the system support interactions with AI agents (e.g., sending data and receiving commands)?”

We were looking for a mention of the agent-to-agent (A2A) protocol and Model Context Protocol (MCP), not just standard APIs. We assigned half marks to A2A, half to MCP, and a quarter mark if these were under development.

Table 27: Agentic AI support

Vendor	Comment
Amdocs	Amdocs offers three layers of AI-agent interaction: <ul style="list-style-type: none"> • Agents provided by Amdocs. • Sub-agent layer, delivering capabilities that can be invoked by other agents. • MCP layer, enabling basic interactions with agents.
Aria Systems	Billie Connect is evolving toward the A2A protocol. Billie Connect is also incorporating MCP as an additional interface.
AsialInfo	AISWare AI GateWay supports MCP, A2A, and ACP.
Beyond Now	Through its MCP server, the Digital Business Platform enables interaction with external agents.
Cerillion	We are actively developing our own MCP Server.
Comviva	MCP is currently in development.
CSG	A2A or MCP are roadmap items.
Ericsson	Ericsson Billing can be integrated via MCP. It is also compatible with A2A.
Huawei	Huawei Software’s LLM Engine platform is developing and testing A2A.
Lifecycle Software	No mention of A2A or MCP
LotusFlare	No mention of A2A or MCP
Netcracker	Agents integrate with external tools through MCP and communicate with one another via A2A.
Oracle	No mention of A2A or MCP
Qvantel	No mention of A2A or MCP
Whale Cloud	No mention of A2A or MCP

Source: Omdia

Reporting and analytics—5% of the marks

Built-in reports and dashboards

We asked, “What built-in reports and dashboards does your solution offer?” Marks were awarded based on the richness of the response provided.

Table 28: Built-in reports

Vendor	Comments
Amdocs	Amdocs provides built-in, customizable dashboards and reports for real-time monitoring across financials, usage patterns, partner settlements, and operational KPIs.
Aria Systems	Aria includes a library of 50+ prebuilt reports for operational reporting, revenue, billing, and customer analytics.
AsialInfo	The solution provides various built-in reports and dashboards to help customers monitor business operations, network performance, customer behavior, and other key indicators in real time.
Beyond Now	The solution provides built-in summary and detailed reports for financial transactions such as charges, discounts, credits, and other billing-related items. Dashboards provide detailed revenue analysis, customer behavior, service usage, market trends, and order fulfillment monitoring.
Cerillion	The Business Insights module provides a library of prebuilt operational, financial, and customer reports, plus role-based dashboards.
Comviva	All major reports, like invoices, payments, customer, aging, and ledger process reports, are available.
CSG	Built-in reports cover key operational and business metrics such as: Subscriber activity, Subscription lifecycle (renewals, etc.), Usage trends, Revenue performance, Churn, and retention metrics.
Ericsson	Supports built-in reports like resource status reports, credit check report file, billing performance report, revenue analyst report, churn management report, agency performance report, revenue per MVNO report, ARPU report, billing KPI report, and CRM KPI report.
Huawei	Out-of-the-box reports include Revenue Reports, Traffic Reports, Usage Reports, Bill Run Reports, and Payment Reports.
Lifecycle Software	Offers data dashboards and standard reports that can be exported to Excel.
LotusFlare	Out-of-the-box billing reports include Invoice summaries, Usage and charge breakdowns, Customer balance and payment histories, Aging and receivables reports.
Netcracker	Provides an extensive suite of built-in reports and dashboards through Netcracker Visualization and Data Marts. The reporting encompasses financial analytics with detailed bill comparison tools that analyze billing statements across multiple

	<p>periods, interconnect billing reports for wholesale operations, and collections management reporting with automated treatment tracking and dispute resolution analytics. Revenue reporting capabilities include detailed event-level analysis, rating reconciliation reports, customer usage patterns, and loyalty program analytics. Administrative reporting covers audit trails, user activity monitoring, system performance metrics, and compliance reporting.</p>
Oracle	<p>Solution ships with over 60 reports, which are based on Oracle Analytics Publisher.</p>
Qvantel	<p>The reporting solution covers all the main areas of reporting, including Quality, Statistics, Bookkeeping and GL, Accounts Receivable, and debt collection.</p>
Whale Cloud	<p>Numerous standard reports are provided out of the box.</p>

Source: Omdia

Custom report building

We asked the vendor to describe their solutions' capabilities for custom report building. Marks were awarded if custom report building was a native part of the solution and based on the richness of the answer.

Table 29: Custom reports

Vendor	Comments
Amdocs	Amdocs offers robust custom report-building capabilities. Embedded AI agents can also enable users to create their own reports.
Aria Systems	Reports can be customized to address specific business requirements. In addition, Aria Data Connect enables data to be shared with external reporting, BI, and analytics tools.
AsialInfo	Supports multi-source data integration and visual drag-and-drop orchestration, enabling the building of complex business reports without coding.
Beyond Now	Custom reporting is supported via AWS Athena.
Cerillion	Business Insights allows users to build custom reports and dashboards using low-code tools, configurable queries, and drag-and-drop visualizations.
Comviva	Customers can use the Billing native capabilities to configure their own reports. Comviva also supports in-house reporting and charting tools for self-service reports. Customers can build custom reports using AG Grid and Quarkus.
CSG	Users can create customizable dashboards tailored to their business needs. API access to Ascendon’s AWS data lake enables integration with external BI tools for advanced visualization and reporting.
Ericsson	Custom reports can be generated using Business Objects (from SAP).
Huawei	Custom reports can be created using low-code tools.
Lifecycle Software	Access to a SQL data warehouse with prebuilt reports and the ability to write custom reports is offered. New prebuilt reports, specific to client reporting needs, can be provided.
LotusFlare	DNO Cloud provides TMF-compliant events and billing data exports (CSV/Redshift) that can be consumed by internal teams to build custom reports.
Netcracker	The solution provides multiple ways for custom report development, including SQL-based report creation; wizard-driven approach for configuring workflows for data aggregation and visualization; low-code/no-code configuration of widgets via GUI; template-driven report generation using templates for advanced formatting and conditional styling; AI agents for development that configure reports and dashboards and AI agents for dynamic dashboards generation to provide the most relevant ones at exact moment.
Oracle	Additional reports can be built leveraging Oracle Analytics Publisher (OAP) designer, which supports a GUI-driven approach for creating reports. Additionally,

	Oracle Cloud Billing can be integrated with an analytics engine, for example, Oracle Analytics Cloud.
Qvantel	Qvantel provides an API to extract any billing report and data and integrate with a customer’s data warehouse for subsequent analysis and report generation.
Whale Cloud	The solution supports dashboards and ad-hoc reports.

Source: Omdia

Real-time KPI tracking

We asked vendors if their solution supports real-time KPI tracking (e.g., revenue, ARPU). Marks were awarded if this was supported and based on the richness of the answer.

Table 30: Real-time KPI tracking

Vendor	Comments
Amdocs	Amdocs supports real-time KPI tracking, including revenue, ARPU, and usage.
Aria Systems	KPIs that can be tracked in real time include Total Revenue Billed, Total Revenue Collected, Outstanding Invoices, Late Payment Percentage, MRR, ARR, and TCV.
AsialInfo	Supports per-second-level monitoring and alerting for key metrics such as revenue and ARPU.
Beyond Now	The system supports real-time and near real-time tracking of business KPIs such as revenue, usage, and billing performance, particularly through its integration with AWS QuickSight.
Cerillion	Supports real-time KPI tracking, including revenue, ARPU, churn, and usage.
Comviva	Real-time KPIs can be tracked through Kafka event-based dashboards (e.g., Bill Run Process performance, Collections and outstanding, and Exposure control).
CSG	Users can monitor key performance indicators such as revenue, average revenue per user, subscription activity, and churn metrics.
Ericsson	Real-time KPI tracking can be supported with an add-on “value pack.”
Huawei	The dashboard dynamically displays real-time updates for key indicators such as revenue, ARPU, and offer subscription volumes.
Lifecycle Software	Data visualizations provide near real-time snapshots.
LotusFlare	DNO Cloud emits event streams that feed real-time dashboards for Revenue, ARPU, DSO, Collection rate, and Usage trends. Operators typically plug these into their existing BI stack for real-time monitoring and performance analysis.
Netcracker	Netcracker correlates: <ul style="list-style-type: none"> • System and performance metrics • Infrastructure KPIs • Revenue and financial KPIs • Business indicators
Oracle	Can be supported via custom reports using OAP.

Qvantel	KPIs can be tracked in real time via a dashboard.
Whale Cloud	Real-time KPI tracking is supported.

Source: Omdia

Commercial model—5% of the marks

Licensing options

We asked vendors to describe licensing options (e.g., subscription, perpetual, usage-based, revenue share). We gave a quarter mark for each of the four licensing options we asked about.

Table 31: Licensing options

Vendor	Comments	Sub	Perp.	Usage-based	Revenue share
Amdocs	Amdocs offers flexible licensing options, including subscription-based, perpetual, and usage-based.	1	1	1	
Aria Systems	Charges an annual SaaS subscription fee that has a fixed element and an element related to Revenue Under Management (RUM). Core support is included in the fee. Professional Services to onboard, configure, train, and transition the client are priced separately.	1			
AsialInfo	Offers perpetual licensing, subscriptions, usage-based (pay-as-you-go) contracts, and revenue sharing.	1	1	1	1
Beyond Now	The platform supports multiple commercial models, including subscription-based licensing and revenue share models.	1			1
Cerillion	Cerillion offers flexible licensing, including subscription, perpetual, usage-based, and revenue share options.	1	1	1	1
Comviva	Mainly sold as a software license (with a yearly or multi-year payment plan) or as a subscription.	1	1		
CSG	Offers subscription, perpetual, usage-based, revenue share.	1	1	1	1
Ericsson	Ericsson offers subscription and perpetual licenses, as well as “pay as you grow” and revenue sharing.	1	1	1	1
Huawei	Offers subscription licensing, perpetual licensing, usage-based fees, and revenue share payment models. It also offers term-based licensing (to lower the upfront cost) and performance-based licensing for features such as smart	1	1	1	1

	offering recommendations.				
Lifecycle Software	Licensing options include subscription, usage-based, and revenue share.	1		1	1
LotusFlare	Uses a standard SaaS model with an implementation fee, monthly operations fee, and licensing fee. The service includes operations, maintenance, SLAs, customer support, and software updates.	1			
Netcracker	Offers a variety of pricing models (license, SaaS, outcome-based, seat-based, transaction-based, revenue sharing, data sponsorship, tiered pricing, pay-as-you-go, and others) and post-deployment solution support.	1	1	1	1
Oracle	Supports subscriber-based, RUM-based for server components and Named User Plus for GUI clients. Also offers a monthly subscription license.	1	1		
Qvantel	Offers usage-based and subscription contracts.	1		1	
Whale Cloud	Software is usually offered as a subscription or perpetual license (not usage-based or revenue share).	1	1		

Source: Omdia

SaaS

We asked, “Is your solution available via a SaaS model (please specify if single or multi-tenant)? If so, what’s included in the service?”

As we had already asked about subscription payments, this question was aimed at understanding whether (a) the vendor could host the application on behalf of the customer and (b) it was a multi-tenant solution that served all the vendor’s customers. The second point is mainly for the benefit of the vendor, as they have one code base to maintain. But this also means they can spend more of their resources on improving that code base rather than having to maintain multiple different versions for different clients. That efficiency should ultimately translate into a better solution for the client. However, as Aria Systems’ Private Suite offering shows, the distinction is not that clear-cut. As such we gave half marks if the solution could be hosted by the vendor and half if the solution could support multiple tenants.

Table 32: SaaS

Vendor	Comments	Vendor hosted	Multi-tenant
Amdocs	The SaaS products (connectX and Bill Experience) support single-tenant and multi-tenant deployments.	1	1
Aria Systems	Aria Billing Cloud is only available as SaaS. Deployment options include a standard multi-tenant cloud service or a premium "Private Suite" option—where the databases and DR systems are kept separate.	1	1
AsialInfo	Offers a SaaS solution that supports multi-tenant system for centralized telecom projects and single tenant for private deployment projects in Chinese provincial telecom companies.	1	1
Beyond Now	The solution is only available as a true SaaS offering.	1	1
Cerillion	The SaaS offering is available in both single and multi-tenant options. It includes the full BSS/OSS suite, hosting, application management, platform management, release management, security, monitoring, and support.	1	1
Comviva	It is offered as a managed service; a SaaS offering is under development.		
CSG	The SaaS solutions (Ascendon and ACP) are available as single or multi-tenant.	1	1
Ericsson	Product can support SaaS offerings for MVNEs, but does not fit our definition of SaaS (cloud-hosted and multi-tenant).		1
Huawei	Huawei says some CBS services are available via a SaaS model.	1	
Lifecycle Software	Says its deployments support multi-tenant (for MVNEs) but does not meet our definition of SaaS (a single, cloud-hosted instance that serves multiple customers)		1
LotusFlare	Available as SaaS, both single and multi-tenant.	1	1
Netcracker	Netcracker's SaaS model has three layers: <ul style="list-style-type: none"> • Application: cloud solution that includes Marketing 	1	1

	<p>& Commerce Cloud, Sales & Customer Service Cloud, Revenue Management Cloud, and Operations Support Cloud solutions.</p> <ul style="list-style-type: none"> • Service: Cloud management services like Application Operations, Environment Management, Release & Config Management, Security Operations & Compliance, and Performance Management & Capacity Planning. • Evergreen: Continuous updates with new features and security patches. 		
Oracle	SaaS-like but not our definition of SaaS (cloud-hosted, multi-tenant)		
Qvantel	There is an optional managed services offer to run the system on the client’s behalf, which indicates that it is not a multi-tenant solution.		
Whale Cloud	Says its solution could be provided via a SaaS model, which generally includes software licensing, maintenance services, and software delivery services. This suggests it is not a cloud-hosted, multi-tenant solution.		

Source: Omdia

Pricing scaling

We asked, “How does pricing scale with increased usage, customer base, or transaction volume? For example, number of invoices, API calls, subscriber accounts, etc.”

New entrants such as MVNOs will generally want the cost of the billing system to be small initially and grow as their customer base and revenue grows. For established operators, this is also a sensible approach; pricing based on how much the operator uses the system or how many employees have access is less attractive. On the other hand, a fixed fee is also attractive and easier to manage. As such we gave a third of the marks to each of these options.

Table 33: Pricing

Vendor	Comments	Per sub	RUM	Flat fee
Amdocs	For the main billing solution, Amdocs offers usage-based pricing; for SaaS billing, pricing can also factor in additional usage metrics such as transaction volume and API calls.		1	
Aria Systems	Pricing scales based on RUM. Customers have unrestricted subscriber accounts and storage, with fair usage limits on APIs and support hours.		1	
AsialInfo	Pricing can be based on usage, customer size, or business volume.	1	1	
Beyond Now	Subscriptions are not based on the number of CSP users; instead, an enterprise-wide licensing is offered.			1
Cerillion	Pricing can be based on the number of subscriptions, transactions, seats, billed revenue, or other relevant metrics.	1	1	
Comviva	Pricing depends on factors such as number of CDRs and/or number of subscribers.	1		
CSG	Pricing is primarily based on the number of subscribers.	1		
Ericsson	Pricing can be scaled with usage, number of subscriptions, or volume of revenue processed.	1	1	
Huawei	Pricing tiers are structured around usage (e.g., the number of active users).	1		
Lifecycle Software	Pricing is based on the capabilities and modules needed by the operator.			1
LotusFlare	Pricing can be per subscriber, transaction, or API call.	1		
Netcracker	Pricing is based on solution footprint and delivered value, as opposed to the number of subscribers or amount invoiced. Key factors include Reuse of existing infrastructure; Group/holding structures; Operational maturity and change velocity; SLA/availability tiers and support model; Multi-region or multi-tenant topology; Integration needs and migration scope; Roadmap			1

	commitments and future expansion.			
Oracle	Pricing is based on the number of subscribers or RUM.	1	1	
Qvantel	Pricing depends on whether revenue management is chosen in isolation or as part of the broader BSS suite and if managed services are included.			1
Whale Cloud	Pricing depends on the number of customers served or transaction volume.	1	1	

Source: Omdia

Roadmap—10% of the marks

We asked, “What new features are you looking to introduce over the next 12–24 months?” Most of the roadmaps involve greater use of AI, particularly agentic AI. Marks were awarded subjectively based on the granularity of the answers.

Table 34: Roadmap

Vendor	Comments
Amdocs	<ul style="list-style-type: none"> • Freestyle Billing Platform Evolution: The roadmap focuses on delivering a unified, real-time billing platform that meets both current and future monetization needs. • B2B Billing Evolution: Modernizing the B2B billing stack to meet the rising demand for complex enterprise services. Enhanced B2B capabilities are designed to support large-scale billing volumes, multi-layered account hierarchies, and the specialized needs of B2B2X and partner ecosystems. This includes advanced billing case management, flexible charging, and consolidated invoicing. • Expansion of AI Agents: Continuously introducing new AI agents to automate and optimize revenue processes. The amAlz Agent supports use cases across customer care, sales, marketing, and network operations.
Aria Systems	<ul style="list-style-type: none"> • Over the next 12–24 months, investing across three dimensions—AI, partner integrations, mediation/charging, and core billing. • Building on Aria Billie (GenAI UI) and Billie Connect (AI agent framework), Aria is extending beyond customer service use cases to support Product Managers and Billing Assurance Managers. Billie Connect will advance toward agentic AI-to-AI integration with platforms like Salesforce AgentForce and ServiceNow Now Assist. • Aria will expand its native Salesforce/ServiceNow integrations to cover CPQ/order management, AI, and customer care. Aria will also broaden its ecosystem connectivity with more standard integrations and templated connectors. • Aria Allegro (a mediation, rating, and charging engine) will continue to expand its use of AI in usage processing for predictive usage management, fraud detection, best pricing, and outcome detection. • For core billing, Aria will enhance accounts receivable through new payment provider integrations and advanced dunning, while expanding accounts payable with capabilities for improved revenue share, royalties, and commissions management.
AsialInfo	<ul style="list-style-type: none"> • Integrating AI and digital twin to empower product and customer operations capabilities for account managers and frontline staff. • Developing intelligent O&M tools for IT staff to enhance system stability and reliability. • Strengthening centralized management and monitoring of infrastructure platforms for business oversight, seamless data integration, and real-time

	<p>status visibility.</p> <ul style="list-style-type: none"> Key features include a pricing optimization bot, a discount analytics dashboard, an intelligent order matching recommendation, and intelligent quotation.
Beyond Now	Working to improve its handling of multi-level, tiered subscription pricing across the B2B2x value chain. This includes the automated reconciliation of decoupled pricing schemes between reseller, distributor, and provider. It is also looking to introduce more autonomous AI agent capabilities into its solution.
Cerillion	In the next 12–24 months, Cerillion is looking to enhance its BSS suite with a New Sales Manager Engine (to streamline sales and order management), a resource-facing Service Catalog (to complement its existing customer-facing Enterprise Product Catalog), Extended GenAI Use Cases and Agents, Self Service and Mobile App modules, and a brand-new partner management system.
Comviva	Key features currently on the roadmap include AI Enhancement along the complete billing process, and extended support for B2B2x/Marketplace and Partner Billing scenarios.
CSG	CSG plans to enhance its billing solutions with features that support evolving monetization models and industry-specific needs with a continued focus on AI and automation.
Ericsson	Support for exchange files in BCE roaming, advanced AI capabilities, and externalization for AI agents, support for advanced AI use cases for invoice comparison and explainability, Network API monetization support, and support bundles of API invocations.
Huawei	Expanding the monetization capabilities of CBS for new services such as 5G Slicing, enhanced QoS, and smart cities. It is enabling new use cases for AI, such as Intelligent Offer Design and Configuration, Intelligent Billing (Bill Run Agent, Invoice Agent, Dispute Management Agent), Intelligent Dunning & Collection, and Fraud Prevention (e.g., unauthorized usage). Huawei is also adopting the latest software patterns, such as enhanced security with Endpoint Detection and Response capability, and WebAssembly (WASM).
Lifecycle Software	Looking to leverage Gen AI to create campaigns based on billing data. The diameter controllers (for charging) are being upgraded to improve throughput and resilience.
LotusFlare	The billing and payment roadmap is focused on supporting more flexible business models and compliance needs. Key milestones planned for 2026: Milestone-

	based Charge Plans; Financing Charge Plans; Leasing Charge Plans; Invoice format handling; Payment Plans to restructure overdue bills into installments; Policy-based debt collection enhancements; Full lifecycle support to create, configure, and modify Billing Accounts and Account Hierarchies.
Netcracker	Focused on agentic AI (embedding AI-driven analytics, automation, and agents deeply within billing operations), Ecosystem & New Business Models (smart agents that generate settlement terms and contract clauses, real-time ecosystem-revenue dashboards, and predictive revenue-sharing engines), API Management and Monetization (real-time tariff optimizer, AI policy copilot, and edge micro-billing), and Connectivity Monetization (demand-based pricing, automated wholesale-settlement clearing, and a unified edge marketplace).
Oracle	<ul style="list-style-type: none"> • B2B(2X): Optimizations to more efficiently support B2B and B2B(2X) evolved business models. • Microservices platform evolution: Enhanced monitoring and autoscaling. • AI enablers and embedded AI: Nearer-term use cases such as anomaly detection and next best offer recommendation. • TMF Open API and ODA conformance & certifications: Payments, customer bill management, account management, customer management, partner management, etc.
Qvantel	Use of AI in revenue management.
Whale Cloud	For 5G non-public networks, Whale Cloud is introducing daily bill optimizations and AI-driven billing risk control. For 5G BCE (a GSMA working group), it is going to support billing based on monthly KPIs. The roadmap includes ongoing evolution in multi-tenancy, and API/certificate advancements (including TMF API v5 support) to boost system capabilities.

Source: Omdia

Self-reported differentiators—15% of the marks

We asked, “In what ways do you think your solution is better than alternatives in the market?” Vendors claimed differentiators such as:

- **Technology:** AI-enhanced, cloud native, SaaS-based, and single codebase, continuous upgrades
- **Simplicity:** Easy set up and fast time-to-market, configurable by business, not IT (no-code/low-code tools)
- **Telco grade:** Real-time processing, proven at scale, zero downtime, telecom industry specialization, TM Forum compliance (ODA and APIs)

- **Flexibility:** Support for any monetization model and service (including non-telecom), modularity, multiple deployment options, ability to customize, and headless design
- **Feature richness:** Support for B2B2X, hyper-personalization, multi-tenant support
- **Efficiency:** Automation and operational efficiency, energy efficiency.

Marks were awarded based on the quality of the answers and whether we thought they were truly different.

Table 35: Self-reported differentiators

Vendor	Comments
Amdocs	<p>For the Freestyle Billing solution, Amdocs sees its differentiators as being cloud native and real time. It supports any monetization model to any service, product, or bundle. It brings a hyper-personalized bill experience and is infused with GenAI to enhance operational efficiency. It can be implemented in a modular way aligned to each CSP’s unique needs. It is proven at scale and trusted by leading service providers.</p> <p>For the connectX SaaS BSS suite, Amdocs sees its differentiators as end-to-end capabilities (monetization, partner management, digital marketplace, analytics), automation and AI (driving operational efficiency, faster launches, and personalized customer experiences), flexible deployment (SaaS, on-prem, single-tenant, or multi-tenant), and domain expertise.</p>
Aria Systems	<p>Aria Billing is a truly cloud native SaaS solution with continuous upgrades, zero downtime, and no infrastructure overhead. Hosted in public cloud, it can handle telecom-grade, high-volume transactions with real-time usage processing and rating.</p> <p>Although this restricts the ability to customize the solution, this is compensated by a high degree of configurability that can be conducted by business teams—not IT—to manage products, bundles, and monetization models.</p> <p>Embedded AI (Aria Billie and Billie Connect) enhances agent productivity, supports customer self-service, and enables proactive revenue management with intelligent automation.</p> <p>Aria has built deep partnerships with Salesforce and ServiceNow, with which it provides smooth integrations that unify billing with customer care and CPQ/order management.</p>
AsialInfo	<p>AsialInfo sees its ability to handle massive user traffic at scale as a differentiator. Other advantages it highlights include:</p> <ul style="list-style-type: none"> • Rich billing and accounting features: tariff replacement, multi-account period, traffic pool sharing, wholesale traffic pool, etc. • Service continuity assurance, stateless applications, cluster automatic takeover, and high availability switching. • Billing transparency and multi-point KPI analysis.
Beyond Now	<p>One of Beyond Now’s key differentiators is its ability to orchestrate ecosystem monetization through digital marketplaces, supported by prebuilt integrations with hyperscalers (AWS, Google, Microsoft) and tools like AWS QuickSight. Key to its B2B2X support is Beyond Now’s eXchange Partner Program, which connects customers to over 100 pre-integrated services and handles partner onboarding, revenue settlement, and bundled XaaS offers.</p>

	<p>Additionally, Beyond Now’s Wave AI Suite brings actionable insights and automation across billing and revenue processes.</p>
Cerillion	<p>Cerillion sees its differentiators as its pure product model (a single codebase for all customers). Change is achieved through configuration, not customization, with no-code/low-code tools enabling rapid adaptation. The modules within its BSS suite are aligned with TM Forum ODA and Open APIs. The suite can support all service types, payment methods, customer segments, and business models.</p>
Comviva	<p>Comviva sees its differentiators as (among others):</p> <ul style="list-style-type: none"> • Support for new B2B2X offerings (e.g., Desktop aaS and Game aaS) • Support for complex B2B offerings (Multi Location, Multi Party billing)
CSG	<p>CSG sees its differentiators as flexible deployment and monetization models, cloud-agility, AI-powered automation and orchestration, and deep industry specialization.</p>
Ericsson	<p>Ericsson sees its key billing differentiators as its open architecture, ability to customize the solution, scalability, and flexibility to support any business type, not just telecom. Parallelization of billing processes reduces the cost of hardware to host the solution.</p>
Huawei	<p>Huawei sees the key differentiators of CBS as AI-driven monetization, all-in-one convergence (network, customer type, service, and architectural convergence), reliability and agility (high availability, regular updates, automated fault detection and resolution), open ecosystem integration (TM Forum ODA and Open AI adherence), and track record (large number of customer references around the world).</p>
Lifecycle Software	<p>Lifecycle Software sees its differentiators as near real-time processing, a high level of transaction automation, and easy setup for fast go-to-market, among others.</p>
LotusFlare	<p>LotusFlare sees its differentiators as TM Forum compliance, support for real-time event streaming, multi-tenant support (to host MVNOs), headless design (working with existing CRM, ERP, charging, and payments systems), support for multiple monetization models (subscription, usage, marketplace, sponsored, etc.), easy AI and BI integration, and fast time-to-market (prebuilt integrations, no-code configuration, etc.).</p>
Netcracker	<p>Advanced B2B and B2B2X monetization.</p> <ul style="list-style-type: none"> • Multi-vertical: Handling the specific billing and monetization requirements of sectors such as IoT, logistics, fintech, utilities, entertainment, and digital

	<p>services.</p> <ul style="list-style-type: none"> • Embedded AI and automation (BillOps): Key differentiation areas include using AI for dynamic pricing optimization, predictive revenue assurance to proactively reduce leakage, and further streamlining core billing processes. • Supporting sustainability goals: Supports related CSP initiatives such as "green" tariffs or energy-efficient service packages. • End-to-end transformation partner: Netcracker delivers E2E programs spanning the overall portfolio best practices and artefacts (TMF ODA/Open APIs–aligned reference architectures, data models, migration factories, advanced toolsets) with strong program governance and risk-sharing commercials to de-risk scope and deliver measurable outcomes.
Oracle	<ul style="list-style-type: none"> • Ability to support complex billing models, especially new growth B2B business models • Ability to support hierarchies of any depth while supporting agile pricing updates • Feature-rich solution that can integrate into any ecosystem, be deployed on any infrastructure, while providing CSPs with tools that allow them to make the solution their own, enabling them to avoid vendor lock-in • Widely deployed at scale across geographies, CSP types and sizes, business models, and industries.
Qvantel	Proven performance and consistent accuracy.
Whale Cloud	Ease of configuration (no-code/low-code extensions), support for convergence (prepaid/postpaid, mobile/fixed, 4G/5G), and its openness (using APIs).

Source: Omdia

Vendor assessments

Netcracker (Leader)

Netcracker’s revenue management solution has been deployed with a wide range of telecom operators from large incumbents to regional challengers and digital-native newcomers. It has also been deployed with enterprises in areas such as IoT, logistics, fintech, utilities, entertainment, and digital services. In the telecom domain, the solution supports any line of business (including B2C, B2B, and B2B2X), any monetization model, and covers prepaid, postpaid, and hybrid scenarios.

Netcracker’s revenue management has global customer references across mobile, fixed, converged, MVNO, satellite, wholesale, and enterprise segments.

Publicly named customers in the telecom sector include T-Mobile US, Verizon, Telefónica, Vodafone, Virgin Media O2, BT, Bouygues Telecom, Zain, Etisalat/e&, du, KDDI, NTT, and Indosat.

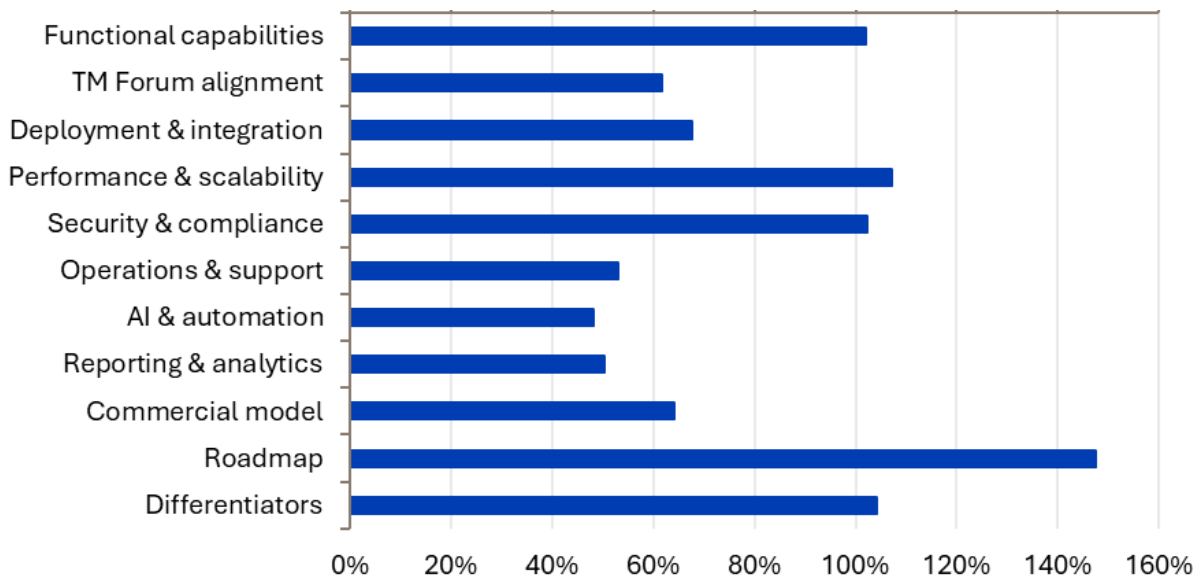
Why consider Netcracker Revenue Management?

As shown in the figure below, Netcracker Revenue Management scored above average in almost all categories.

- Netcracker’s response was significantly above average for deployment and integration, AI & automation, reporting and analytics, and roadmap.
- The only category where the response was in line with the average was in performance and scalability.

Overall, Netcracker’s was a very detailed and informative response. Its revenue management solution appears to be very comprehensive and, given its large customer base, it appears to be well-suited to operators both large and small.

Figure 16: Netcracker Revenue Management assessment (score relative to the average across all respondents)



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Source: Omdia

Appendix

Further reading

[Telecom Billing Vendor Survey: Cloud Nativeness, Pre-integrations, and Time to Deploy](#) (January 2024)

Author

James Crawshaw, Practice Leader, Service Provider

askananalyst@omdia.com

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CONTACT US

[omdia.com](https://www.omdia.com)

askananalyst@omdia.com