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Kopac Consulting's Revenue Assurance Process Helps in Preventing Revenue Losses During Implementation

HOUSTON--([BUSINESS WIRE](#))-- Utilities and retail energy providers involved in implementing or upgrading billing customer care systems face risk of revenue losses *both* during and after implementation. Kopac's newly released paper—[Revenue Assurance: Implementation Considerations for Billing and Customer Care Systems](#) is an excellent supplement on controlling revenue leakage as part of a systems implementation.

Kopac's current solution, the [Revenue Assurance Control Desk \(RACD\)](#), fits very well with companies beginning the process of upgrading or implementing billing and customer care systems. Implementations often extend several years across contract and reporting periods; thereby creating a potential risk of revenue loss. The RACD solution is crafted so that a trained and functioning professional within an organization can find, source, and identify for recovery revenue leaks, as well as improve processes and controls both before and during implementation.

“As organizations upgrade or implement outdated systems, controls need to be built in up front to prevent leakage and costly customer adjustments after the ‘go live’ date,” said [John Kopalchick](#), Kopac's president and developer of the solution. “The essence of revenue assurance involves setting up a sustainable process to baseline operations, monitor revenue risk, audit for recoveries, investigate inquiries, and recommend process improvements prior to the ‘go live’ date.”

The paper outlines key risks, controls and project considerations for those considering an implementation of a billing or customer care system. To receive a complimentary copy of [Revenue Assurance: Implementation Considerations for Billing and Customer Care Systems](#) *please send your request to info@kopacconsulting.com.*

About Kopac

Kopac (www.kopacconsulting.com) is a Houston based company providing solutions to energy related companies in North America. [Kopac Consulting](#) provides four groundbreaking tools for lowering costs and increasing revenues: 1) [Revenue Assurance](#); 2) [Capital Planning & Investment](#); 3) [Managed Project Solutions](#); and 4) [Supply Chain Management](#).

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