

Digital Commission Management for a Leading Telecom Service Provider



Business Problem



- Needed configurable, flexible commission schemes and payouts for dealers and retailers to drive better sales and recommendations than competitors
- Required ability to target schemes at each geography based on market penetration
- Commission calculation depended on multiple inputs- activations, recharges, usage - across source systems, creating manual effort and delays
- Needed governance in and control over payouts with an approval workflow, and automated invoice creation for approved payouts

Solution



- Built DCMS to configure commission models, roll them out in-market, and calculate dealer/retailer payouts
- Enabled quick rule/attribute onboarding via a business-friendly UI (guided expressions)
- Added scheme scheduling to run payout calculations on demand or planned cycles
- Implemented maker—checker approvals before payout release
- Integrated with Invoice Provisioning for auto invoice creation on approved payouts
- Supported Prepaid + Global versions, consolidating outputs into centralized payout data stores

Value Delivered



- ✓ **Faster rollout of commission schemes** across products, geographies, and dealer segments
- ✓ **Higher accuracy + traceability** in payout calculations with controlled approvals (maker—checker)
- ✓ **Reduced manual effort** in scheme setup, rule changes, and payout processing through UI-driven configuration
- ✓ **Quicker payout-to-invoice cycle**, improving dealer/retailer satisfaction and operational efficiency
- ✓ Enabled more **targeted incentives** (geo-level, penetration-led) to improve channel performance and market outcomes

Faster Rollout

Commission Schemes Across Products, Geographies, and Dealer Segments

Higher Accuracy

Payout Calculations with Approval Control and Full Traceability

Targeted Incentives

Geo-Level and Penetration-Led Programs to Improve Channel Performance