

# Inter-Operator Settlement Architecture for O2O Interactions

Client Large national telecommunications operator

Period 2017-06 — 2019-06

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## CONTEXT

Large national telecommunications operator's settlements with other operators ran through complex multi-party service-supply and debt-offset schemes. Reconciliation was slow, error-prone, and paper-heavy, consuming significant effort and delaying availability of funds.

## APPROACH

Made settlement events and obligations explicit — standard representations, controlled reconciliation steps, and clear responsibility boundaries — and evaluated a distributed-ledger proof of concept as an alternative route to shared truth, weighing where it would be justified.

## OUTCOME

Established an agreed concept and architecture for inter-operator settlements that replaces ad-hoc, paper-heavy reconciliation with an explicit settlement-event model — projected to save thousands of man-hours a year and avoid significant error-driven losses.

- Concept and target architecture agreed and documented, ready for implementation.
- Expected saving of thousands of man-hours per year on manual reconciliation.
- Significant avoidance of error-driven settlement losses; more predictable partner relationships.

## KEY RESULT

Designed an agreed inter-operator settlement architecture built on an explicit event-and-obligation model, projected to save thousands of man-hours a year and cut error-driven losses.