



**Billing and Revenue Management Transformation Practice Performance  
Note**

**Laurie A Fleet** to: Olubusayo O Phillips

04/18/2014 09:32 AM

Ore,

Just wanted to drop you a quick note and express my appreciation for the work you are doing for our clients and for our practice.

The Billing and Revenue Management Transformation practice is growing at a tremendous pace across all sectors and we are certainly performing a lot of work and are actively pursuing work in the Financial Services sector (e.g., ICE, NYSE, London Stock Exchange, Fidelity, StateStreet, Northern Trust, Citi, Blackstone, Broadridge, etc).

Leveraging your experience at Intuit over a year ago in this area, you have been able to deliver (exceeding internal and client expectations) at both ICE / NYSE and Fidelity. You have quickly become one of the firm's experts in this area. You have demonstrated that you can walk clients through process frameworks, interject leading practices, summarize their complex revenue models and commonalities and suggest a more streamlined technical architecture and path forward.

You have also done a great job in contributing collateral for the practice (e.g., client deliverable examples, forming an assessment diagnostic, etc.).

Thank you for all that you do -- we would not have been as successful as we have been on both ICE / NYSE and Fidelity without your knowledge / expertise and your client engagement / relationship skills -- as well as your ability to manage client personnel.

You have helped secure our win at ICE / NYSE -- which over the next 18 months will generate over \$6m in fees for the implementation of a billing system. We will leverage much of the work you have produced to pursue the following opportunities:

London Stock Exchange -- \$5- \$8m (billing system implementation)

StateStreet -- \$5 - \$8m (billing system implementation)

Northern Trust -- \$250k (billing assessment) -- with an opportunity for implementation to follow

Citi -- opportunity to further implement Oracle RMB (Revenue Management and Billing)

Blackstone -- opportunity to perform revenue management services at the portfolio of companies

Thanks again,  
Laurie

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