

HCLTech AI-Powered Policy and Charging Platform

Monetize subscriber and usage data with AI-enhanced policy and charging



Overview

HCLTech's AI-powered platform delivers real-time intelligence at the core of policy enforcement and charging. By integrating advanced analytics into 3G, 4G and 5G core functions, we empower telecom operators to optimize service quality, maximize monetization opportunities and accelerate time-to-market for differentiated offerings.

Enhancing network experiences with AI

As customer expectations rise, a shift toward value-driven services and the complexities of 5G business models, operators need smarter ways to manage network experiences. Traditional policy and charging mechanisms are no longer sufficient. Operators need real-time, adaptive services that align with subscriber behavior, application type and service context. By embedding AI-driven intelligence into policy and charging, operators can enhance operational agility and unlock new revenue streams.



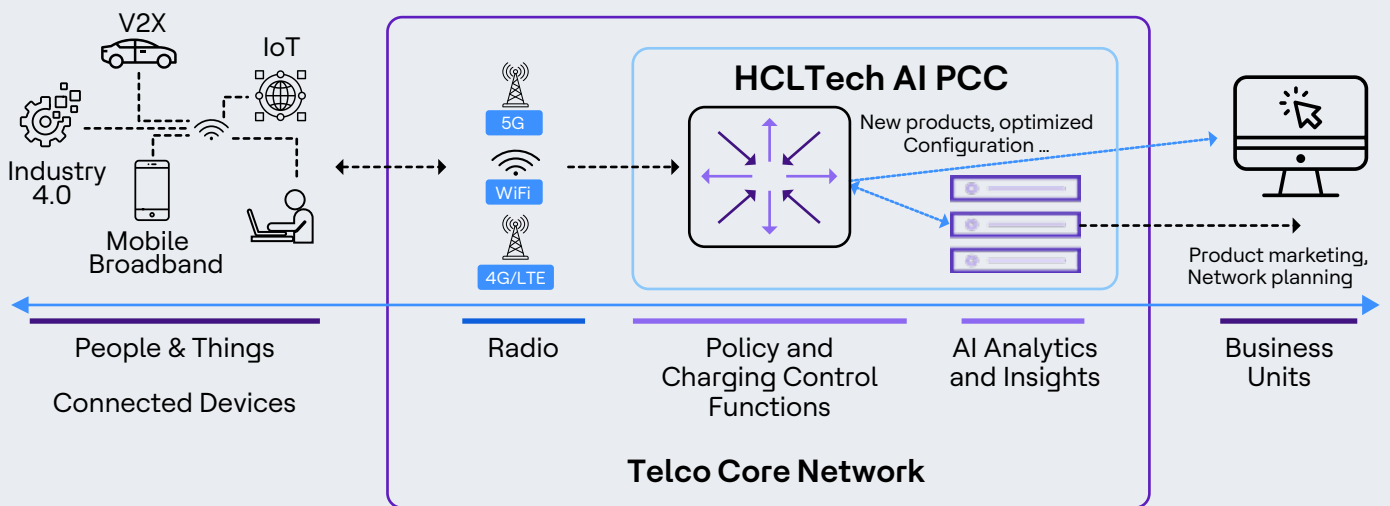
How HCLTech's AI-powered solution transforms policy and charging

Whether competing with or collaborating alongside OTT players, our AI-powered policy solutions enable telecom operators to make real-time, intelligent decisions about how services are prioritized, priced and delivered—based on evolving subscriber behavior, service demand and network conditions.

From adaptive quality of service allocation to personalized service plans and automated charging adjustments, our AI-driven platform facilitates the operators to respond with greater speed, precision and scale. It supports the automation of complex logic, improves time-to-market for new services and enables predictive insights that drive customer retention, upsell and operational efficiency.

The result is a more agile, responsive and insight-driven network—ready to support modern use cases such as 5G slicing, enterprise SLAs and Business to Business to Everything (B2B2X) monetization at scale.

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AI-driven policy and charging: Key functional benefits



Real-time usage and behavior analysis

Continuously processes vast volumes of subscriber and usage data to surface actionable insights about network consumption, service demand and user behavior trends.



Dynamic insight visualization

Provides operators with intuitive dashboards, anomaly heatmaps, churn risk profiles and consumption-based segmentation to support fast, informed decision-making.



Intelligent policy and charging automation

Enables on-the-fly policy adaptation, dynamic pricing recommendations and personalized offers driven by live context and predictive patterns.



Custom thresholds and alerts

Combines rule-based and AI-driven detection of abnormal usage patterns, allowing for early issue resolution and customer care intervention.



Flexible data exploration tools

Equips product and engineering teams with self-service tools to explore usage insights and define new service logic or monetization strategies.

AI-driven policy and charging: Key business benefits



Strengthen subscriber engagement through AI-powered personalization and real-time responsiveness



Improve service profitability and cost efficiency using usage intelligence and trend-based network and services policies



Reduce churn and improve satisfaction by acting on predictive behavioral insights and quality metrics



Launch new services faster and adapt pricing dynamically with automated, data-driven logic



Enable smarter decision-making across departments through centralized, actionable usage intelligence



Work with the experts



Proven deployment track record with Tier 1 and Tier 2 operators globally



Native AI integration into policy and charging workflows



Real-time, data-driven intelligence to support 3G/4G/5G networks



Scalable, cloud-native platform designed for modern telecom business models

Unlock the power of your data.
Deliver better experiences. Drive smarter growth.

Let's explore how AI-powered Policy and Charging can unlock new value from your network, services and partnerships.

Talk to us to see how HCLTech can help you lead with AI.

HCLTech is a global technology company, home to more than 223,000 people across 60 countries, delivering industry-leading capabilities centered around digital, engineering, cloud and AI, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, Technology and Services, Telecom and Media, Retail and CPG, and Public Services. Consolidated revenues as of 12 months ending March 2025 totaled \$13.8 billion. To learn how we can supercharge progress for you, visit hcltech.com.

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