

Global Convergent Billing Market Size study & Forecast, by Solution (Customer Relationship Management, Mediation, Settlement & Payment Management, and Voucher Management), by Deployment Type (On-Premise and Hosted), by Service (Customization Services, Consulting Services, and Managed Services) and Regional Forecasts 2025-2035

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Abstracts

The Global Convergent Billing Market is valued at approximately USD 20.47 billion in 2024 and is anticipated to expand at a robust CAGR of 21.20% during the forecast period 2025-2035. Convergent billing refers to a unified billing framework that enables telecom operators and digital service providers to consolidate multiple services—including voice, data, and content—into a single customer invoice. This advanced billing architecture not only streamlines revenue collection and reduces operational complexities but also enhances the customer experience by delivering transparency and flexibility in service usage. The accelerating adoption of digital transformation initiatives, expansion of 5G, and the growing consumption of bundled services are steering the market toward exponential growth.

The rising demand for real-time billing, coupled with operators' urgency to reduce churn rates, has pushed the adoption of convergent billing solutions across the telecom and IT landscape. These systems help enterprises adapt to dynamic pricing models, launch innovative service bundles, and maintain compliance with evolving regulatory frameworks. According to industry reports, the global mobile data traffic is projected to surpass 400 exabytes per month by 2030, underscoring the urgency for efficient and

scalable billing systems. Moreover, the integration of advanced technologies such as AI, blockchain, and cloud-native platforms into billing systems is generating lucrative opportunities for vendors. However, the high initial implementation costs and complexities in migrating from legacy systems remain a challenge that operators need to overcome.

The detailed segments and sub-segments included in the report are:

By Solution:

Customer Relationship Management

Mediation

Settlement & Payment Management

Voucher Management

By Deployment Type:

On-Premise

Hosted

By Service:

Customization Services

Consulting Services

Managed Services

By Region:

North America

U.S.

Canada

Europe

UK

Germany

France

Spain

Italy

Rest of Europe

Asia Pacific

China

India

Japan

Australia

South Korea

Rest of Asia Pacific

Latin America

Brazil

Mexico

Middle East & Africa

UAE

Saudi Arabia

South Africa

Rest of Middle East & Africa

On-Premise Deployment is Expected to Dominate the Market

Within the deployment type segmentation, the on-premise model is expected to dominate the global convergent billing market throughout the forecast period. Large telecom enterprises, due to their extensive subscriber base and need for customized billing functionalities, prefer on-premise systems that offer higher control, robust security, and advanced customization capabilities. Despite the high upfront cost, these deployments allow enterprises to integrate legacy systems seamlessly and manage sensitive customer data with minimal external intervention. While the hosted model is gaining significant traction thanks to its scalability and lower capital expenditure, on-premise solutions are projected to hold their ground as the preferred choice for established telecom operators.

Customer Relationship Management Leads in Revenue Contribution

When segmented by solution, Customer Relationship Management (CRM) emerges as the leading revenue-contributing category. Telecom and IT companies increasingly rely on CRM-integrated billing systems to gain a 360-degree view of customer interactions, personalize offerings, and improve loyalty programs. By consolidating data streams from various services into one coherent framework, CRM-powered billing ensures enhanced customer satisfaction while optimizing revenue streams. Although mediation and settlement solutions are witnessing swift adoption—driven by real-time transaction validation and payment management—the long-standing importance of CRM in shaping customer retention strategies makes it the most significant contributor in terms of overall market revenue.

The regions considered for the Global Convergent Billing Market study include North America, Europe, Asia Pacific, Latin America, and the Middle East & Africa. North America is poised to dominate the market in 2025, underpinned by its advanced telecom infrastructure, large-scale 5G deployments, and strong presence of leading billing solution providers. Europe follows closely with substantial investments in digital services, regulatory compliance initiatives, and wide adoption of bundled offerings. Meanwhile, Asia Pacific is forecasted to record the fastest growth, fueled by surging mobile subscriber penetration in countries like India and China, rapid digitalization, and a booming demand for OTT and content-based services. The proliferation of mobile wallets and e-payment systems across emerging economies further accelerates adoption in the region, making it the most dynamic growth frontier.

Major market players included in this report are:

Huawei Technologies Co., Ltd.

Amdocs Limited

Ericsson AB

Oracle Corporation

Nokia Corporation

IBM Corporation

CSG Systems International, Inc.

Comarch SA

Optiva Inc.

SAP SE

Netcracker Technology Corporation

Sterlite Technologies Limited

ZTE Corporation

BearingPoint Holding BV

Telefonaktiebolaget LM Ericsson

Global Convergent Billing Market Report Scope:

Historical Data – 2023, 2024

Base Year for Estimation – 2024

Forecast period – 2025-2035

Report Coverage – Revenue forecast, Company Ranking, Competitive Landscape, Growth factors, and Trends

Regional Scope – North America; Europe; Asia Pacific; Latin America; Middle East & Africa

Customization Scope – Free report customization (equivalent to up to 8 analysts' working hours) with purchase. Addition or alteration to country, regional & segment scope*

The objective of the study is to define market sizes of different segments & countries in recent years and to forecast the values for the coming years. The report is designed to incorporate both qualitative and quantitative aspects of the industry within the countries involved in the study. The report also provides detailed information about crucial aspects, such as driving factors and challenges, which will define the future growth of the market. Additionally, it incorporates potential opportunities in micro-markets for stakeholders to invest, along with a detailed analysis of the competitive landscape and product offerings of key players. The detailed segments and sub-segments of the market are explained below:

Key Takeaways:

Market Estimates & Forecast for 10 years from 2025 to 2035.

Annualized revenues and regional-level analysis for each market segment.

Detailed analysis of the geographical landscape with country-level analysis of major regions.

Competitive landscape with information on major players in the market.

Analysis of key business strategies and recommendations on future market approach.

Analysis of the competitive structure of the market.

Demand side and supply side analysis of the market.

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