

Digital billing and revenue management for enabling next-gen digital experience

A carrier-grade, convergent BSS system that enables next-generation data, voice and video service over wireless and wireline networks



THE COMPANY

One of the leading telecommunication and multimedia companies in Indonesia. Established in 2000, the company started off as an Internet Service Provider, providing Internet services for business customers.

Soon, the company started using Wireless and In-Built Ethernet Technology to distribute Internet services and delivered Internet and Network services using their own Fiber Optic network.

From then on, the company continued to grow the business, expanding its fiber networks nationwide. In 2017, the company expanded its fiber to multiple cities with a total fiber route of over 20,000 kilometres and a total of over 450,000 fiber home passes.

KEY FACTS & FIGURES

Services offered	: Broadband and Pay TV services
Deployment Year	: 2017
Location	: Indonesia
Capacity	: 80K Subscribers for first year
Integrations	: Corporate Self Portal, Zendesk, GPS System, OTRS System, SAP HANA, Permata Bank, NMS System, E-mail, Payment and SMS GWs

THE REQUIREMENTS

The company required a single, convergent solution that caters to both broadband and cable/pay TV services with support for post-paid and prepaid. To offer an enhanced customer experience, the company had to be able to launch flexible plans like FUP-based or per MB/GB-based charging as well as unlimited usage of products with discounts and offers. In addition, the company had to comply with the regulatory norms of mandatory digitization and achieve greater reliability across the whole cable TV ecosystem and hence needed a solution that can support that.

THE SOLUTION

To meet all of these diverse and multi-faceted requirements that the company had, Sterlite Tech offered a bundle of solutions comprising:

- **BSS Solution:** Sterlite Tech's BSS Software solutions offer Revenue Management, Omni-channel Digital Experience Platform including Digital CRM, E-Commerce for CSPs, Customers and Partners, Service Fulfilment and Service Provisioning. A highly scalable, flexible, digital & NFV and cloud-ready platform, it enables CSPs to reduce CAPEX, OPEX and monetize network assets.

The BSS solution:

Online Charging System (OCS): It facilitates real-time customer billing based on the content and volume of services rendered. OCS platform provides a better subscriber experience, enables real-time charging for services and allows the operator to acquire more market share and relevance.

Work Order Management: Workforce Management manages human resources and customer/business related operations efficiently. This software can help plan and automatically handle the dispatch of activities, manage the field force requirements and availability, generate efficient reports to forecast and schedule strategies.

Convergent Billing System: Built on a modular architecture with a single subscriber view, the convergent billing system enables operators to seamlessly onboard customers and partners to enabling payment and service fulfilment. Omni-

channel customer engagement ensures increased customer satisfaction while real-time contextual offers and customer engagement is made possible through the self-care app. Purchases can also be made real-time via digital channels for prepaid & post-paid users. The solution also helps bill shock prevention and is perfectly integrated with chatbots.

Apart from this, the following solutions were also offered:

- › Customer Acquisition & Management
 - › Centralized Product Catalogue
 - › Number Inventory Management
 - › Captive Portal
 - › Provisioning
 - › Payment Management
 - › Collection & Dunning
 - › Staff & Access Management
 - › Audit Trail
 - › Monitoring System
 - › Reporting Tool
 - › Customer Web Self-care Portal
 - › Partner Self-care Portal
- **Partner Management:** Helps the company in effectively managing partner content, channel, interconnect and roaming partnerships to handle data, voice and video services over IP, fixed and mobile networks.
 - Customer Relationship Management (CRM)
 - Work Force Management
 - Field Force App

A VALUE-BASED, DIGITAL ECOSYSTEM

With a carrier-grade, convergent BSS system that enables next-generation data, voice and video service over wireless and wireline networks, Sterlite Tech has put the company on the path to greater agility and business growth. The company is now able to offer a single, consolidated bill for all services. Real-time charging and support for complex charging in a bundled offering are additional benefits that have made these processes seamless and highly customer-focused. In addition, the solution being access network agnostic has given an added flexibility to the company.

