⟨C Sterlite Tech

Integrated platform for real-time charging and partner management

A convergent platform with seamless product propagation and a multi-tenant platform to cater to different Internet Service Providers (ISPs)

THE COMPANY

One of the leading telecommunication infrastructure operators in Indonesia, established in 2006. The operator is one of the leading providers of tower equipped with integrated transmitting facilities, both through fiber optic and wireless technology. The portfolio based on several aspects, which are but not limited to the building of telecommunication towers according to operator's needs (built to suit), including site acquisition and tower construction on potential locations. The operator has also significantly increased collocation ratios. In 2014, the operator progressed steadily to become a public company by conducting its Initial Public Offering (IPO) through fiber optic and wireless technology.

KEY FACTS & FIGURES

Services offered	:	FTTx Broadband Services
Deployment Year	:	2017
Location	:	Indonesia
Capacity	:	200K subscribers
Integrations	:	BRAS, EMS, Device Management System, Payment GW, SMS GW, SMSC, Email Server

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THE REQUIREMENTS

To meet the changing demands of telecom service providers, the operator needed a comprehensive platform to help manage multiple services on a single platform. They wanted to manage complex service plans and bundled packages to meet competition head on. They also wanted to ensure customer satisfaction, especially of their discerning high-value customers. In short, the operator was looking for a highly scalable and cost-effective system architecture to meet the diverse demands of customers, while remaining competitive in the market.

THE SOLUTION

Sterlite Tech curated a customized bouquet of solutions to meet the operator's requirements:

- **Authentication, Accounting and Authorization (AAA):** A highly flexible and configurable system with a single screen for defining authentication and accounting. AAA from Sterlite Tech comes with a configurable service flow and advanced translation mapping. Users get a comprehensive view with a dashboard that captures system performance.
- Customer Relationship Management (CRM); Work Order Management; Work Force Management and Field Force App
- **Partner Management and Partner Settlement:** Helps in effectively managing content, channel, interconnect and roaming partnerships to handle data, voice and video services over IP, fixed and mobile networks.
- **Mediation:** A carrier-grade platform, scalable to support 9.1 billion CDRs per day and collecting data in multiple formats with flexibility in aggregation and correlation. The mediation platform allows comprehensive data enrichment with GUI-based operations and is a workflow-based platform.
- **BSS:** Sterlite Tech's OSS/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 solution comprises:

- › Customer Account Management
- › Centralized Product Catalogue
- › Convergent Billing System
- › Online Charging System (OCS)
- › Logical Inventory Management
- › Provisioning
- › Payment Management
- › Collection & Dunning
- › Voucher Management
- › Recharge Management
- › Staff & Access Management
- › Audit Trail
- › Monitoring System
- › Reporting Tool
- › Customer Web Self-care Portal & Mobile App
- › Partner Mobile App
- › Point of Sale Portal

BRINGING GREATER FLEXIBILITY TO THE OPERATOR

Sterlite Tech equipped the operator to gain a competitive edge with a convergent platform with real-time charging, seamless product propagation and a multi-tenant platform to cater to different Internet Service Providers (ISPs). With multiple tenants under its umbrella, the operator is now able to offer personalization and customized branding services to every tenant. They can also provide partner invoicing and settlement. With the Sterlite Tech solution, the operator gained single data ownership across the entire IT ecosystem.

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STCC19/CS-BT/2101