A case study

Centralised Revenue and Customer Management for Service Expansion

PROJECT BACKGROUND

A leading telecom operator in Malaysia and first nationwide converged 4G service that offers data, calls and SMS in one simple plan with an active subscriber base of 1.2 million. This case study enumerates how STL have been part of the migration journey involving a large scale deployment in a competitive market through DevOps based operations and delivery.

GOALS

- Launch new types of services
- Become 1st CSP in Malaysia to offer VoLTE services.
- Improve customer experience
- Cut OPEX & CAPEX costs
- Improve time to market

CHALLENGES THAT WE FACED (AND MITIGATED)

Multiple Vendor- Existing systems

End of life & expensive upgrades of existing systems.

Migration of subscribers, old data and 1500+ plans.

STL SOLUTION TO DELIVER EXCELLENCE

STL enabled the global front runner in 4G mobile network achieve desired scale and customer experience through its **Crestel BSS/OSS Suite** offering. The solution helped enable a convergent platform in eight months of transformation time. Real time tracking of customer usage across both **(Wi-Max, 4G LTE/VoLTE)** networks ensured faster turnaround times.

IMPACT DELIVERED

9 Million

CDRs Processed in a day ~850 Rated CDR's/Sec

6000 Events/Sec

Processed & Distributed to Downstream

7000 Transactions Per Hour

Successful transaction for acquisition & provisioning

680k Bills Per Month

in 10 bill cycles

500k order Per day

for provisioning