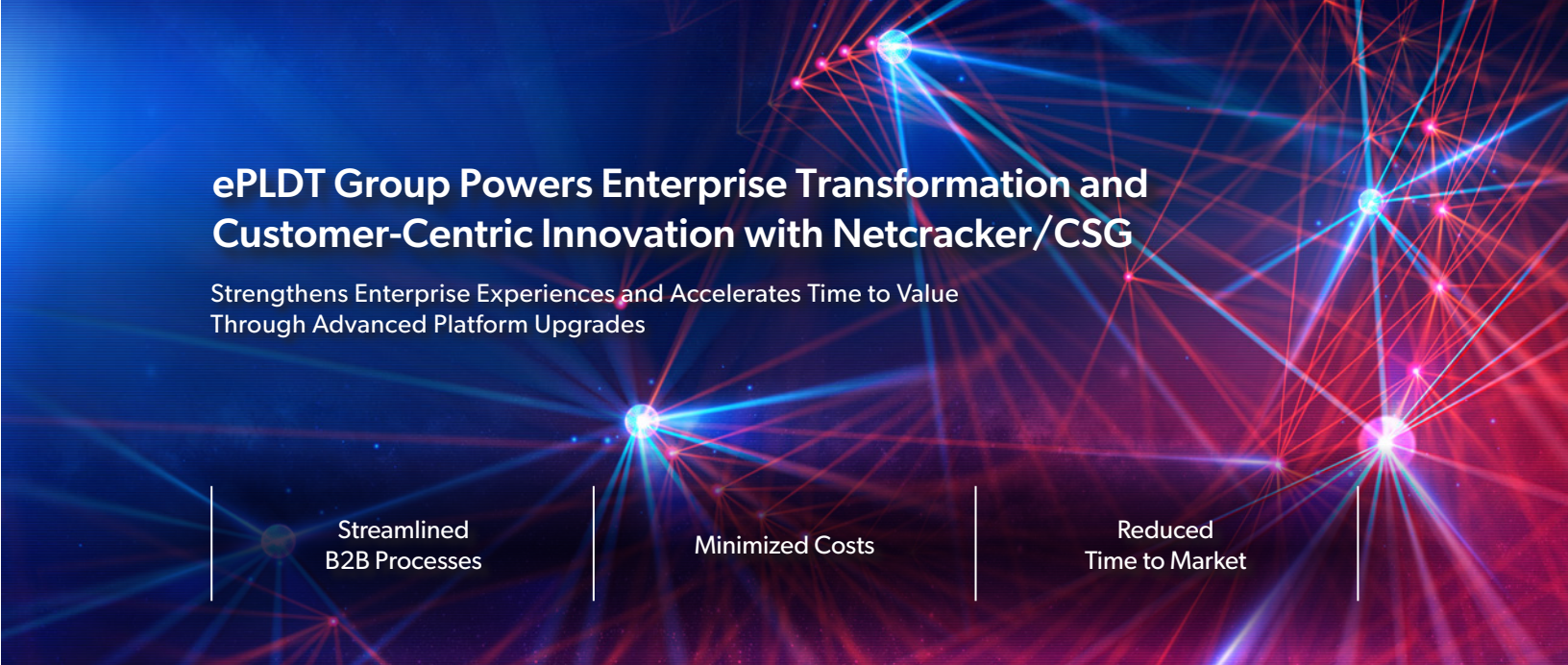




ePLDT Group Powers Enterprise Transformation and Customer-Centric Innovation with Netcracker/CSG

Strengthens Enterprise Experiences and Accelerates Time to Value Through Advanced Platform Upgrades

Streamlined
B2B Processes

Minimized Costs

Reduced
Time to Market

Executive Summary

ePLDT Group, the Information and Communication Technology (ICT) subsidiary of PLDT, has chosen Netcracker/CSG to support the next phase of its business growth. ePLDT and its data center subsidiary, VITRO Inc., continue to build on their robust digital backbone to bring enterprise customers a faster activation process, more tailored tech offerings, and simpler billing experiences.

“As we continue to advance our digital transformation capabilities, our focus is to deliver tangible value for our customers by simplifying engagements and enabling faster outcomes. With its deep domain expertise and longstanding relationship with PLDT, our partner plays an important role in helping us deliver more responsive, efficient, and customer-centric experiences for Philippine enterprises.”

– **Victor S. Genuino**, President and CEO at ePLDT & VITRO Inc.

A Trusted Digital Transformation Enabler

PLDT is the Philippines’ largest fully integrated telco company. Through its principal business groups — from fixed line to wireless — PLDT offers a wide range of telecommunications and digital services across the Philippines’ most extensive fiber optic backbone, and fixed line and cellular networks.

Simplifying Enterprise Sales to Drive Customer Value

With quote, order management and end-to-end AI-native monetization stack, ePLDT Group further expands its ability to simplify complex enterprise requirements, drive sustained revenue and customer lifetime value, and reinforce its digital foundation across its portfolio of multi-cloud, data and AI, managed services, cybersecurity offerings, and data center solutions. In turn, these capabilities enable enterprises to reduce complexity, accelerate decision-making, and stay competitive by accessing ICT services that are easier to understand, procure, and deploy.

Powering Successful Enterprise Revenue Growth

PLDT embraced the power of the cloud to bring its business into the future and transform its customer experience, particularly for its Enterprise unit. This large-scale transformation empowered PLDT Enterprise with a cloud-based, unified billing and revenue management solution that enables streamlined processes across its business segments, minimizes costs, and shortens time to market.

The implemented unified revenue management solution helps the operator reduce complexity and improve go-to-market flexibility. It also enables them to capitalize on customer insights and act on changing needs to enhance the customer experience in real time. With this cloud-based solution, hosted on Amazon Web Services (AWS), PLDT Enterprise can provide a more cohesive and connected billing experience, even as its enterprise solutions portfolio diversifies, driving brand loyalty and revenue growth.

By introducing these capabilities and making the customer experience more seamless for enterprises, PLDT Enterprise set the stage for a successful future while adding value for customers through innovations and new offerings across connectivity, ICT, cloud, data center, security, IoT, 5G-enabled solutions, digital services, and more.

“This has been an instrumental partnership for PLDT for nearly two decades and consistently delivered future-forward solutions that can scale with our growth. We are excited to expand our collaboration as the deep understanding of PLDT’s unique requirements, unwavering commitment to our success and robust solution portfolio make them the ideal partner to lead this transformative journey in our enterprise business.”

– **Albert Mitchell L Locsin**, First Vice President and Head at PLDT’s Enterprise and International Business Group