

MTN Advances its Digital Ecosystem for Next Era of Growth and Business Transformation

Two Decades Evolving MTN’s Billing Processes, Technology and Business Models to Benefit the Operator and End-Users

17 Vendors
Consolidated

60 Days
to Launch

<12 Weeks
to Create MVNO Platform

32M Subscribers
Served

Executive Summary

We are responsible for all proprietary and bespoke platforms currently used by MTN’s retail and wholesale operations, creating consistency, reducing costs, and becoming true subject matter experts for the MTN revenue management domain, including provisioning, charging, collections and payments.

As part of the agreement, we are advancing and enhancing MTN’s digital ecosystem. This includes migrating MTN’s enterprise and consumer customers to a new end-state systems architecture that will drive future growth and enable rapid delivery of innovative products and services.

“Continuous investment in advanced technology is critical to MTN delivering a superior customer experience, while providing the agility needed to foster growth and innovation in today’s digital economy.

– **Phinda Ncala**, Executive, Information Technology at MTN South Africa

Powering Connectivity at Scale

MTN South Africa is one of the largest operators in the country, with approximately 37% market share. The company provides voice, data and telemetry offerings and solutions, serving over 32 million total subscribers.

Long-Term Partnership Driving Ecosystem Growth

MTN’s long history of working with Netcracker/CSG started with a successful deployment of Digital Partner Management for voice interconnect partner billing. Over time, MTN saw an opportunity to truly transform its billing domain to be more flexible and agile with the goal of driving business growth.

MTN saw the enhanced value in incorporating the billing, wholesale and other revenue management solutions into its IT real estate, and engaged vendor’s innovative managed services approach to develop a strategic relationship that has become core to the partnership.

With the implemented revenue management solutions and services, MTN South Africa has transformed its wholesale, Managed Network Services, carrier and retail billing processes into an efficient managed service operation underpinned by a modern, platform-based digital ecosystem.

Together, the two companies have deployed and delivered major strategic initiatives, including the launch of a RAN sharing monetization platform, an MVNO platform, and the consolidation of retail and wholesale billing, providing MTN with significant savings and cost efficiencies.

“Our partner has shown their value not just as a vendor, but as a trusted provider. We’ve been able to drive efficiencies and optimizations with their team that we hadn’t been able to fully realize before.”

– **Phinda Ncala**, Executive, Information Technology at MTN South Africa

Driving Loyalty Through a Cohesive, Personalized Experience

As MTN’s technology provider of choice for more than two decades running, we have led the continued transformation of MTN’s ecosystems, driving significant milestones in their journey to becoming a fully digital operator. This includes:

- > Improved customer engagement:** we have streamlined MTN’s processes from back-office billing to its retail store, helping them meet the demands of today’s digital customer while continuously evolving and enhancing their customer experience.
- > Enhanced network operations:** the combination of transformed technologies and a future-proof architecture has enabled MTN to foster connectivity with more customers than ever before.
- > New revenue growth:** we provide MTN with the agility to quickly monetize and manage communication services, resulting in an expanded range of products and services to users and partners alike.