

Telenet Deploys Netcracker Digital BSS to Provide Converged Support for Multiple Services

Netcracker Digital BSS Drives New Revenue Streams, Faster Time to Market and Improved Omnichannel Customer Experience

Out-of-the-box capabilities

Omnichannel customer experience

Reduced IT TCO

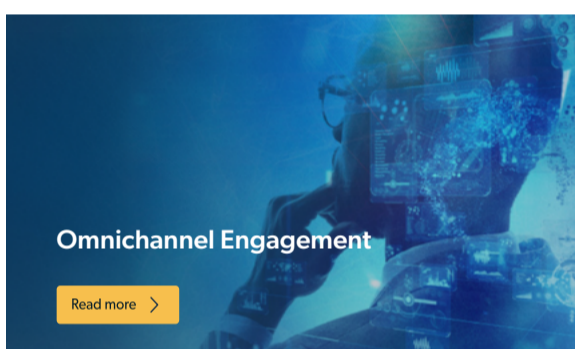
Executive Summary

Telenet, the largest cable broadband service provider in Belgium, operates with Netcracker's Digital BSS enabling the company to streamline, simplify and standardize billing processes, deliver new digital services faster and provide a better customer experience across business lines. The company expanded its engagement with Netcracker to include Online Charging System (OCS).

"Integrating our customers onto a single BSS platform is a big challenge, but with Netcracker as our strategic partner, we've been able to manage all the steps very well and realize business benefits, including lower costs. Netcracker's converged BSS stack, including OCS, has given us the flexibility and capabilities to support our customers with an optimized digital experience."

Micha Berger, CTO at Telenet

Netcracker Capabilities Deployed



Leading Quad-play for Business and Residential Customers

As a provider of entertainment and telecommunication services in Belgium, Telenet group is always looking for the perfect experience in the digital world for its customers. Under the brand name Telenet, the company focuses on offering digital television, high-speed Internet and fixed and mobile telephony services to residential customers in Flanders and Brussels.

Under the brand name BASE, it supplies mobile telephony, internet and television in Belgium. The Telenet Business department serves the business market in Belgium and Luxembourg with connectivity, hosting and security solutions.

Powering Faster Digital Services With a Converged Digital BSS

Telenet, the largest cable broadband service provider in Belgium, operates with Netcracker's Digital BSS enabling the company to streamline, simplify and standardize billing processes, deliver new digital services faster and provide a better customer experience across business lines. Telenet continues to utilize Netcracker's OSS capability to efficiently use network resources.

Telenet is using Netcracker's Customer Management solutions, Customer Information and Order Management, Customer Care & Problem Management, Loyalty Management and Contract & SLA Management to deliver exceptional customer experience.

To accelerate revenue streams, Telenet has deployed Netcracker's Revenue Management offerings including Online Charging System (OCS), Converged Rating & Charging, Customer Billing Management, Collections Management, Voucher Management and Active Mediation.

Netcracker's Online Charging System (OCS) provides converged single-stack support for fixed-line services (Internet, fixed telephony, digital TV) and wireless services.

With the OCS deployment, which supports 4G online and offline charging and 5G converged charging system (CCS), Telenet continues a larger project of moving customers from acquisitions onto a single IT stack. This integration of multiple IT stacks and upgraded OCS helped Telenet to improve time to market, implement an omnichannel experience for end customers and ultimately reduce IT TCO.

Additionally, Telenet utilized Netcracker's Professional Services to successfully execute this large-scale transformation program. Services included Project Management, Program Governance, Solution Delivery, Integration, Testing and Support & Maintenance.

"Netcracker continues to demonstrate its ability to innovate and to adapt & improve allowing us to keep a focus on our long-term objectives. We are excited to expand our partnership with Netcracker and continue to leverage its market-leading Digital BSS/OSS portfolio."

Micha Berger, CTO at Telenet.