

Telenet Deploys Netcracker AI-native Digital BSS to Provide Converged Support for Fixed-line and Wireless Services

Netcracker AI-native Digital BSS Consolidates B2C and B2B Domains and 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

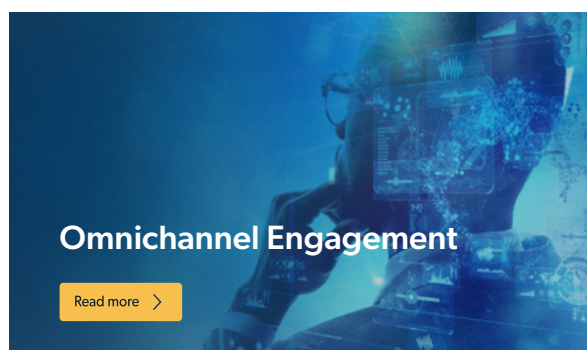
Telenet, the largest cable broadband service provider in Belgium, leverages Netcracker AI-native Digital BSS to streamline, simplify and standardize billing processes, deliver new digital services faster and provide a better customer experience across business lines. The company expanded its engagement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

Telenet highlights Netcracker's ability to support large-scale business transformations involving platform consolidation and end-to-end digital operations enablement.

"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 Provider for Business and Residential Customers

As a provider of entertainment and telecommunications 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 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 AI-native Revenue Management offerings including Online Charging System (OCS), Converged Rating & Charging, Customer Billing Management, Collections Management, Voucher Management and Active Mediation.

Netcracker's 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 and Telenet are entering the next stage in their transformation journey, building on the strong foundations already established. This phase focuses on further enhancing agility, scalability and customer experience, while accelerating the modernization of Telenet's commercial platforms. By deepening the collaboration, both partners reaffirm their commitment to delivering a future-proof, composable architecture that enables faster innovation, improved efficiency and sustained growth."

– Sami Chabbah, Vice President Commercial Platforms at Telenet

Unifying B2C and B2B Domains to Scale Growth

As part of this wide-ranging program, Telenet will migrate its SME and large enterprise customers and products from legacy systems to the Netcracker Digital BSS platform, including Revenue Management, Commerce Management, Customer Management, Service Management & Orchestration and Service Inventory Management.

By converging B2C and B2B domains onto a unified AI-native BSS platform, Telenet will benefit from improved operational efficiency, reduced platform complexity and the ability to establish a scalable foundation for future innovation across both consumer and enterprise lines of business.

"Netcracker already understands our B2B architecture, products and the realities of our business after many years of successful partnership. Combined with hands-on delivery support and telecom BSS/OSS expertise, this gives us confidence in the long-term value we can achieve together."

– Sami Chabbah, Vice President Commercial Platforms at Telenet