



SOLUTION BRIEF

Mavenir's Digital BSS

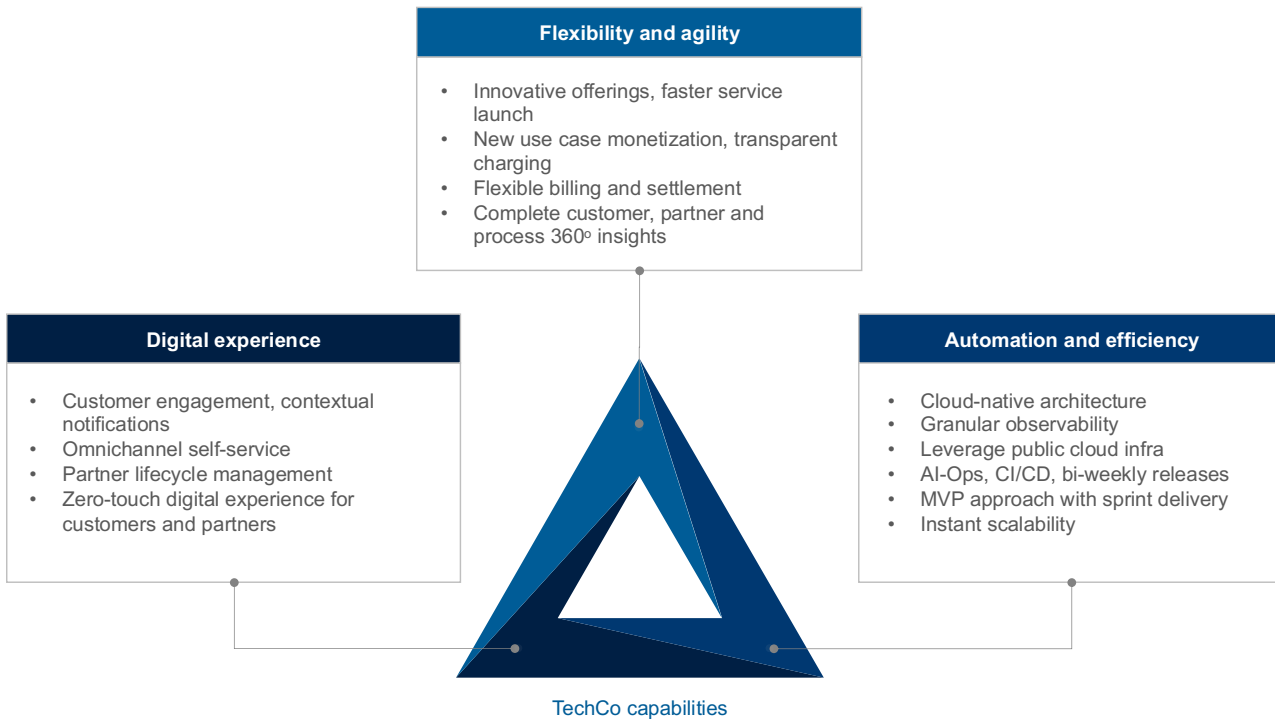


MDE's Digital BSS is a cloud-native catalog-driven BSS, designed as a library of microservices specifically for CSPs to modernize legacy stack, accelerate digital transformation, monetize 5G use-cases and provide partner-led services.

TelCo to TechCo

CSPs face fierce competition from digital-native companies from sectors such as e-commerce, OTT, fintech, and gaming. The digital-native companies are building innovative products on CSP's connectivity layer and providing seamless experiences to their customers at every touchpoint. However, many CSPs find their role limited to enabling connectivity, and they struggle to deliver innovative offerings to their customers.

CSPs are now moving away from pure legacy systems to experiment fearlessly and respond swiftly to market requirements. The TelCo to TechCo transition enables easy integration with third-party systems, rapid launch of offerings, enhanced digital customer interactions, reduced total cost of ownership (TCO), and the ability to monetize new use cases. To function like a TechCo, CSPs need a Digital Business Support System (BSS) to equip them with the following capabilities:



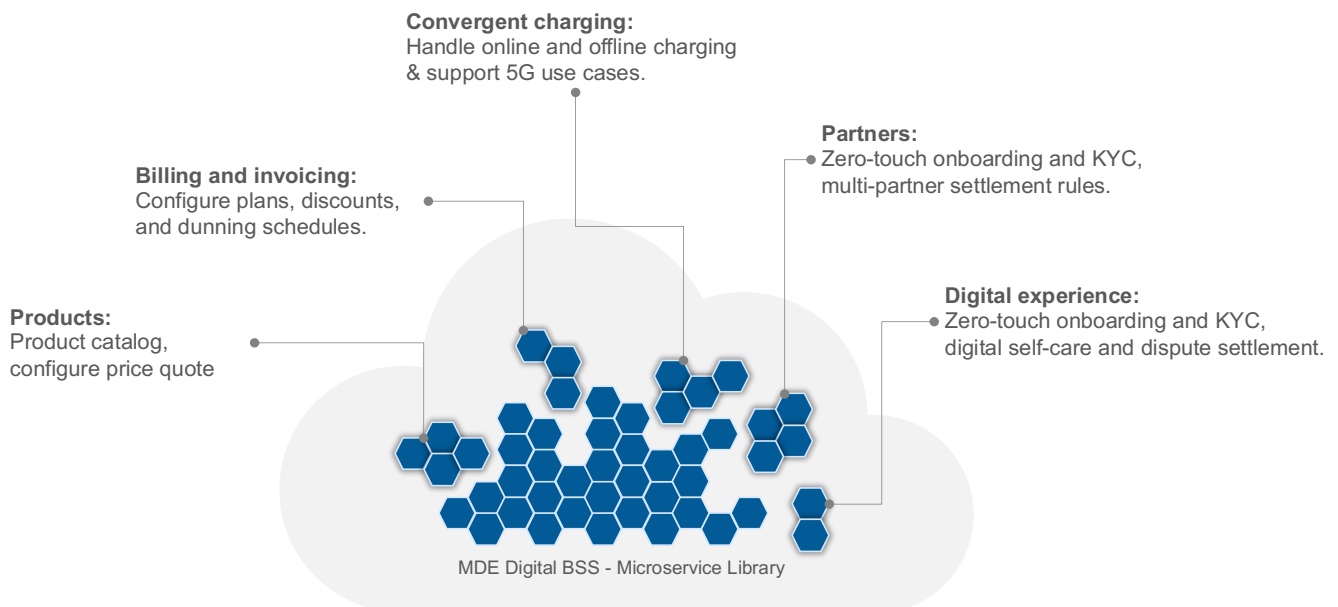


Introducing Mavenir Digital Enablement – Digital BSS

MDE Digital BSS is a fully composable, micro-service-based, cloud-native platform designed uniquely for CSPs to create modern experiences for customers and partners, economically and with scale.

MDE Digital BSS empowers CSPs to stay nimble and launch innovative offerings. It enables end-to-end digitization of customer interaction and facilitates product management, partner management, CRM, charging, billing, invoicing, and digital self-care. It plays a pivotal role in enabling CSPs to deliver seamless, personalized experiences and monetize the offerings.

MDE Digital BSS focuses on architectural agility to easily adapt to the newer use cases emerging in the fields of 5G, IoT, and AI. The modular architecture of MDE Digital BSS facilitates CSPs to repackage the existing microservices to adapt to any future use cases. This approach allows CSPs to be agile and flexible compared to the use case-centric approach of legacy systems.





Differentiating with modern technology

For a future-proof TelCo to TechCo transition, CSPs need to move away from monolith architecture to cloud-native granular microservice-based architecture. The MDE platform is built from scratch on a modern MACH architecture.

M

Microservices

- > Extensive library of 60+ granular state microservices
- > Run as containers to enable quick packaging of required capabilities

A

API-first

- > 20+ TM Forum Open APIs for streamlined integration with network systems and third-party systems
- > Allows easy collaboration, interoperability, and innovation to provision cross-industry services

C

Cloud-native

- > Flexible, automated tech to run on any cloud
- > Cloud-native design empowers CSPs to easily and rapidly test new services and dynamically scale on any cloud

H

Headless

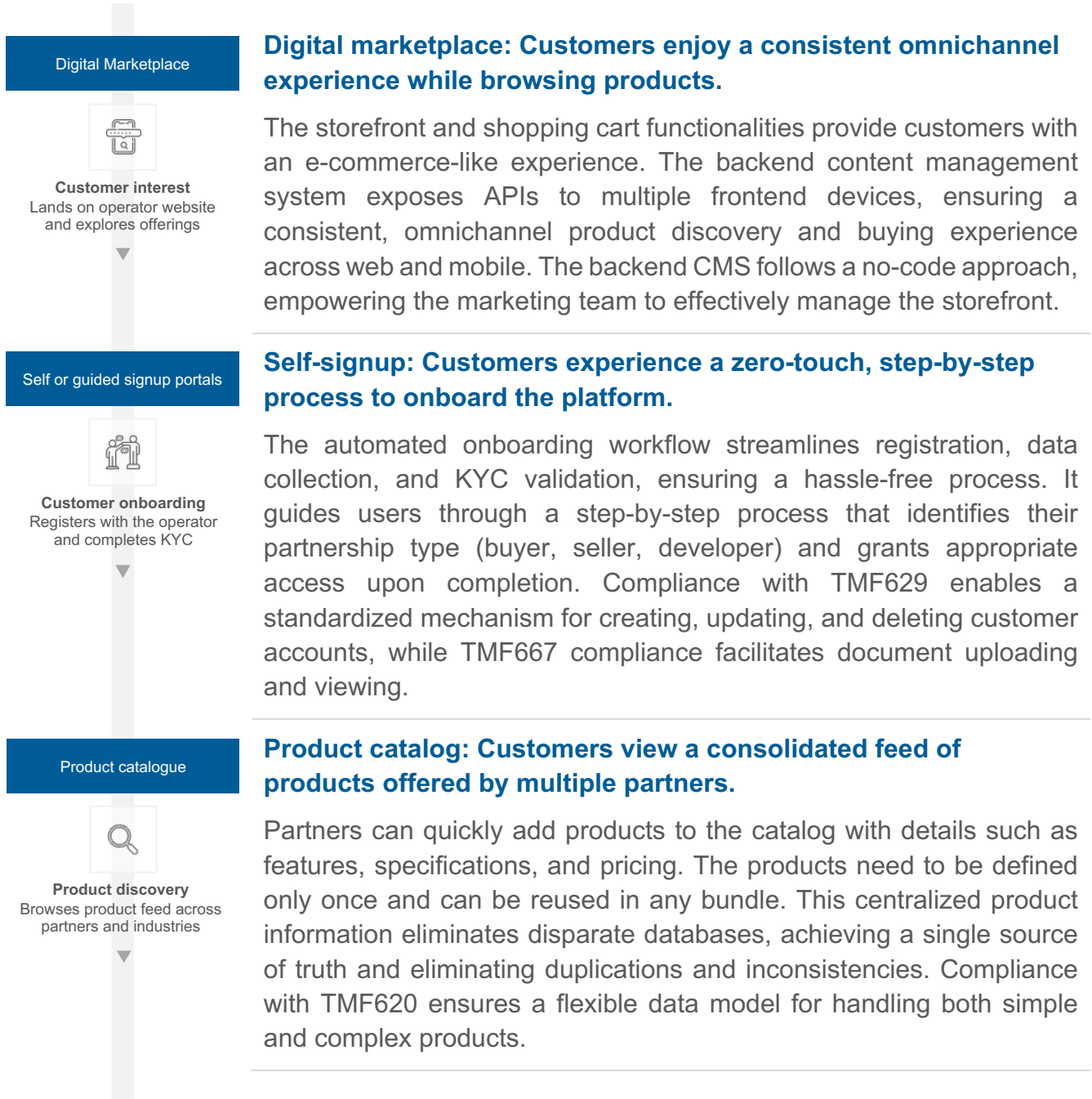
- > Detaches the user-facing interfaces from the backend to facilitate adaptability across different channels and devices
- > Omnichannel experiences with user-friendly content management





Digitizing end-to-end customer journey

CSPs have a greater role to play beyond simply enabling connectivity for digital-native companies. MDE's Digital BSS empowers CSPs to effectively manage and optimize the customer experience throughout the lifecycle for building stronger relationships and fostering loyalty. With a deep understanding of each customer's needs and preferences, CSPs can provide tailored solutions and proactive support at every touchpoint. The following journey highlights the touchpoints where MDE's Digital BSS can unlock new possibilities for CSPs.





Plan customization
Configures products, receives quote with pricing information in real-time

Configure Price Quote: Customers select desired products and receive a branded quote in real-time.

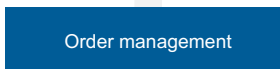
The "Configure" functionality provides customers with a convenient way to select product features, specifications, and options according to their requirements. This is essential for handling complex B2B orders. "Price" incorporates pricing rules and algorithms to calculate the cost of configured products, which can vary based on factors such as base price, volume discounts, tiered pricing, and promotional offers. "Quote" generates a document outlining pricing information, including additional parameters like taxes and shipping costs.



Dynamic checkout
Reviews cart items, subscribes to services and pays online

Payment gateway/Bank integrations: Customers seamlessly complete payment on the digital marketplace.

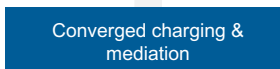
Integration with multiple payment gateways provides customers with a wide range of options to complete their payment. The platform allows payment via voucher cards, coupons, money transfers, and more.



Service activation
Services enabled and orders placed instantly

Order management: Customers are instantly subscribed to the purchased product.

The order management module interacts with CRM to create a product order for the customer. It fetches the details of the configured product and activates it instantly. TMF622 compliance ensures a standardized mechanism for placing product orders with all the necessary parameters.



Service usage
Measures service usage as per configured tariffs

Converged charging & mediation: Customer usage is measured and rated for multiple products.

Converged charging consolidates product usage and non-usage information from different sources into a unified platform. Appropriate rating rules are applied to accurately determine usage details for all products across partners and industries.



▼

Billing & collection



Billing
Generates invoice and tracks payment collection

Billing and collection: Customers receive automated invoices with payment instructions.

Billing fetches details from the charging system to generate itemized invoices with a clear breakdown of charges and payment instructions. Collection involves tracking payment statuses, reconciling payments, and following up on outstanding invoices.

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E-care portal & apps



'Manage my account'
Omni-channel self-care chatbots with adaptive learning, FAQs

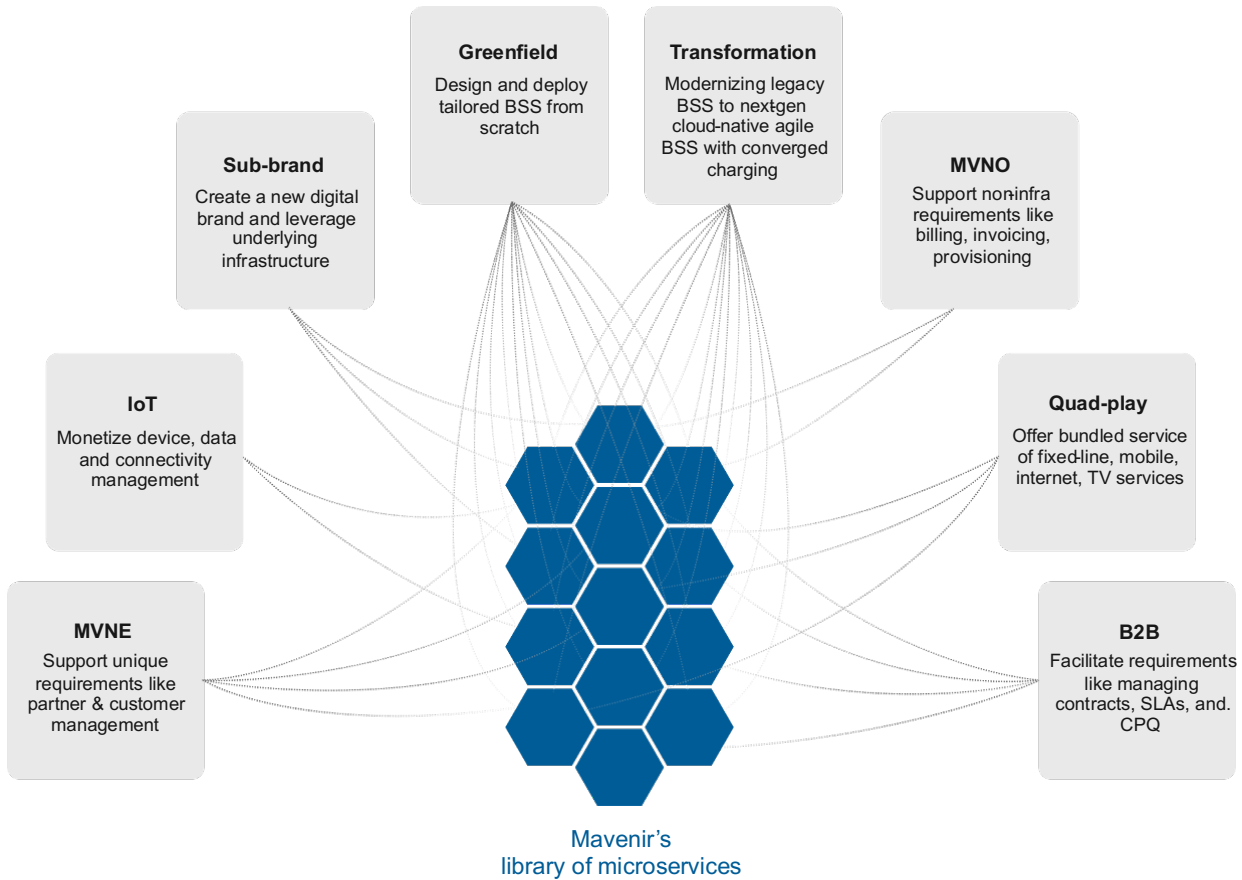
E-care portal and apps: Customers can manage their accounts digitally and enjoy seamless interaction similar to internet companies.

Omnichannel self-care ensures a seamless customer experience, allowing them to initiate requests on one channel and close them on another. Digitizing request management and dispute resolution minimizes the need for manual intervention by utilizing FAQs and automated chatbots.



Custom strategies, one solution

CSPs are devising unique strategies to compete with digital-native companies, ranging from overhauling the entire BSS to upgrading particular modules. As MDE is specifically developed for CSPs, it provides the enabling technology platform to drive all the strategies being harnessed by CSPs for future growth. CSPs can package the required microservices to precisely fit their needs and leverage a tailor-made BSS. The following diagram shows how a wide range of BSS strategies can be successfully enabled with MDE's Digital BSS and its library of granular microservices:





Real-world impact

Based on proven success, MDE's Digital BSS has built a strong presence in CSPs across the world, with established deployments across Europe, Asia, and the Americas, spanning both greenfield and brownfield projects. The solution has delivered significant benefits to CSPs – from enabling partner-led products, launching sub-brands and digitizing self-care, to delivering significant cost and time-to-market reductions.



Tier 1 CSP in Japan

- > Greenfield deployment
- > **80% reusable microservices**, which reduces the need of change requests.
- > Go-to-market to launch new line of business reduced to 6 months from 2 years.



Multi service provider from LATAM

- > Modern, rich customer focused front ends.
- > Easy customization for dynamic needs
- > Incremental delivery approach to align with CSP's 'Think big but start small' philosophy

About Mavenir

Mavenir is building the future of networks and pioneering advanced technology, focusing on the vision of a single, software-based automated network that runs on any cloud. As the industry's only end-to-end, cloud-native network software provider, Mavenir is transforming the way the world connects, accelerating software network transformation for 300+ Communications Service Providers in over 120 countries, which serve more than 50% of the world's subscribers.

For more on Mavenir solutions please visit our website at www.mavenir.com

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