



Orga Systems.

#1 choice for real-time charging and billing

SUCCESS STORY

OPSC® Gold

One of Europe's leading communication service providers, has deployed Orga Systems' real-time charging and billing platform OPSC® Gold. Full convergent rating and charging consolidates the CSP's billing infrastructure and enables the first real convergent family offer. Reducing revenue leakage to almost "zero" has unlocked millions of additional revenue.



The launch of OPSC® Gold enabled the market leading CSP to capitalize on the additional advantages of Orga Systems' convergent real-time technology. Revenue leakage reduced from about 7% to less than 0.005% in the high ARPU consumer postpaid segment.

The Need

Being the market leader in a highly competitive market makes an innovative yet cost-effective business strategy essential. New offerings, tailored to the target customer segments, were in focus to win new customers. Flexible service options and an increased transparency in the

area of tariffs and service consumption were aimed for targeting a "new" customer experience. In addition, consolidation within the rating and billing infrastructure needed to provide higher efficiency and to bring down the overall TCO.

Orga Systems – #1 choice for real-time charging and billing.

Orga Systems focuses on real-time based solutions for customer billing and administration in mobile telecommunication services.

Mobile operators need future-proof billing systems offering clear service and cost benefits. The fully convergent real-time billing platform OPSC Gold guarantees their profitable future growth.

The Challenge

The targets in this strategically important project meant transforming the legacy billing infrastructure into a consolidated and future-proof real-time architecture. To be ready for advanced services in next-generation networks, the project aimed at:

— Enhancement of customer experience

By-passing limitations in the existing rating and billing systems.

— Implementation of new offers and services

Offering new convergent service options and bundles.

— Minimize revenue leakage

Improving the rating performance, efficiency and accuracy for postpaid subscribers.

— Consolidation and cost reduction

Consolidating the rating and charging environment for pre and postpaid subscribers.

The Solution

Matching all requirements for real-time performance, convergence support and market expertise made Orga Systems and

OPSC® Gold the number one choice. The deployment of OPSC® Gold enabled real-time interaction with all postpaid subscribers that use data services bundles. With instant notifications a new and compelling customer experience was delivered to the subscribers. To focus on new and profitable customer segments the first true convergent offer in the market addresses the family segment. Using the concept of shared balances in OPSC® Gold, free minutes and SMS bundles were available to any family member. This innovative offering successfully increased usage and attracts new subscribers.

Migrating more than a thousand postpaid tariffs to this new rating platform in less than 6 months also showed immediate results. Wrong bills, customer refunds and calls to the customer-care centers were reduced drastically. In the following months, revenue loss in the postpaid segment decreased from about 7% to less than 0.005% generating savings of millions of euro each month. With the deployment of OPSC® Gold, a positive return on invest was achieved in months rather than in years.

OPSC® Gold Highlights

- Single system for all networks, services and payment styles
- Convergent accounts & unlimited hierarchies
- Real-time cost control and customer interaction
- High performance in memory InCore® technology
- Multiple Rating Node technology
- Configuration GUI & dynamic data model

Customer benefit

- Real-time subscriber notification and interaction
- Sophisticated tariffs and bundled services
- Minimized revenue leakage
- Consolidated and highly scalable platform
- Experienced solution partner

Customer value

- Service transparency increases usage
- Service differentiation unlocks revenue in new segments
- Increased service profitability and ROI
- Reduced TCO
- Minimize implementation and migration risk