



End-to-End Mediation, Billing and CRM Solution Leverages Camtel's Portfolio of Service Packages

Camtel Success Story

Facts in Brief

Customer

State-owned Cameroon Telecommunications (Camtel) provides a broad range of telecommunication services across the African country.

Challenges

- End-to-end billing and CRM solution customized to Camtel's specific requirements
- Seamless introduction of new advanced CDMA services
- Support of a broad range of service plans using a single user interface

Benefits

- Enhanced services mix creates new revenue-generating opportunities
- Single, unified bill for all service packages
- Flexible and reliable solution that grows with the national operator's needs

About Camtel

Cameroon Telecommunications (Camtel) is Cameroon's national telecommunications service provider, offering voice, data, VSAT and internet services. Established in 1998, Camtel is wholly owned by the Government of Cameroon and serves its local high-tech, industrial and service sectors. Camtel's modern CAMPAC packet transmission network, and its full range of advanced telephony services, operates as the hub for Cameroon's lively national and international commercial transactions and business communications.

Business Needs

As Cameroon's national telecommunications provider, Camtel provides a wide range of telephony services to its subscribers and business customers, including national and international telephony, Internet services, leased lines, satellite communications, and wireless CDMA. The company was looking for a solution that would cater to its mediation, billing and rating, credit control, interconnect, order management, fault management, accounts receivable, and infrastructure management needs. Camtel wanted a reliable, accurate, and flexible solution that would meet its current and future needs, while providing a seamless migration from their legacy systems to a new infrastructure environment. Moreover, the Cameroon provider's goal was to leverage their broad portfolio of offerings and its introduction of new and advanced CDMA services. Six companies participated in the selection process. FTS was awarded the project for its ability to provide a true end-to-end solution fully adapted to Camtel's requirements.

The FTS' Solution

During the negotiation process, FTS developed strong contacts with Camtel's management and technical staff. In particular, they were impressed with Leap™ Billing & CRM's credit-control module, and with the idea of being able to quickly launch new pricing plans. The Camtel implementation includes FTS' Leap Billing & CRM, interconnect, rating, and customer management platforms. Based on the company's leading Business-Control layer technology – a software layer residing alongside the network/OSS and BSS systems – Leap Billing & CRM enables Camtel to develop new revenue opportunities via enhanced customer support and experience.

Camtel's purpose in selecting FTS was to bring in a reliable and accurate answer for our billing and CRM needs, both current and future, and for carrying out a seamless migration from our legacy system. My objective is to continuously advance Camtel's portfolio of offerings and our introduction of CDMA services is a good example. Leap Billing and CRM's unique Business Control and rating infrastructure, which essentially allows us to easily create and design service plans utilizing a single UI, gives us all the flexibility we need to move forward and position Camtel as a telecommunications leader in Africa.

David Nkoto Emame, Camtel's Director General.



National Cameroon Service Provider Benefits from a Wealth of New Services

Summary

Leap Billing & CRM caters to Camtel's national and international telephony, Internet access, leased lines, satellite and wireless services to subscribers and business customers.

The solution's flexibility and ease of use enables Camtel to quickly launch new service plans while providing an excellent customer experience. Furthermore, improved revenue collection translates into virtually immediate return on investment.

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David Nkoto Emame, Camtel's Director General.

To implement the mediation part of the solution, FTS partnered with AceComm, a well known US-based mediation software vendor. FTS acted as the prime contractor, with AceComm filling a subcontractor role.

The project consisted of two phases. Phase 1 covered rating and billing (including credit control), mediation and interconnect, while phase 2 encompasses order management system (OMS), fault management, accounts receivable (AR) and CRM, followed by infrastructure management.

The Camtel deployment went live with SUN's T2000 application servers and data storage, a result of FTS' aggressive partnering plan with leading local and global partners.

Results

Following the introduction of Leap Billing & CRM, Camtel is now delivering new and exciting services to its customers while implementing creative billing schemes. The key benefit to the service provider's customers will be a single, unified bill that outlines the different services they used from across the package that they subscribe to. The invoice details all the services they have been charged for, from wireline telephony and Internet services to wireless CDMA usage. The customer-management module also provides all Camtel's customers with a single point of contact for all their queries.

"Leap Billing & CRM opens Camtel up to a new world of services and flexibility," said David Nkoto Emame, Camtel's Director General. "In addition to the new services we are able to provide, Leap Billing & CRM also improves our subscriber-facing activities. We can now offer our subscribers true unified bills and state-of-the-art customer management capabilities. On top of this, we saw an immediate ROI as the system allows us to improve our revenue collection. Furthermore, the FTS solution allows us to create and design service plans with a single UI, affording us the flexibility we need to move forward and become a telecommunications leader."

Undoubtedly, the Camtel project is further proof of FTS' continued commitment to the African market and of the uniqueness of Leap Billing & CRM's solution. new revenue opportunities via enhanced customer support and experience.

The Camtel implementation is testimony to FTS' exceptional ability to support any type of service provider, be it wireless, wireline, Internet, cable or content. Moreover, Leap Billing & CRM is highly scalable, and easily adapts to growing customers like Camtel without additional investment.

