



? Why Redknee

Go to market faster than your competitor. Redknee's award winning pre-integrated, turnkey real-time billing and customer care solution can be launched in just weeks

Quickly launch creative marketing promotions and loyalty programs choosing from hundreds of pre-configured plans

Gain deeper insight with a 360 degree view of subscriber data in order to make better business and marketing decisions

Manage any service across any access technology and support all payment types—prepaid, postpaid, or a hybrid

Low-risk strategy that enables MVNO/Es to minimize initial investments and stay versatile while growing

Supports pay-as-you-grow commercial models and multi-tenant capabilities, enabling MVNEs to onboard other MVNOs and provide their billing and customer care solutions - all on the same platform

Telco-in-a-Box

A pre-integrated, turnkey real-time billing and customer care solution

Today, the growth of MVNOs is fueled by the continued boom in smartphones, tablets and smart devices, the rise of niche innovative services, such as M2M and eHealth; and new entrants to the market, such as retailers or media companies. To capitalize on this market opportunity, challenger brands (MVNO and Tier 1 sub-brands) need to be nimble footed in launching the services quickly and have the tools and business intelligence to support their differentiated offerings, personalized promotions and effective customer care. In addition, today's economic environment, capital and operational cost controls also present a major barrier to entry.

> A low-risk, quick to launch turnkey solution

Redknee's Telco-in-a-Box is a low-risk, flexible, out-of-the-box billing and customer care solution that enables communications service providers (CSPs) to accelerate their growth strategies and increase profitability. With the ability to go to market in just weeks, our launch methodology incorporates the entire process of setting up and running all operations in a SaaS model.

> Go to market faster than your competition

Gain exceptional flexibility to launch the promotions, loyalty programs, services and pricing plans that you want with Telco-in-a-Box. The solution provides complete flexibility to MVNO/Es looking to quickly launch creative marketing promotions and loyalty programs and is pre-configured with hundreds of promotion options that can be created and launched in hours. The same applies to rate changes, customized pricing plans and launching new service plans. Redknee's Telco-in-a-Box supports multiple currencies providing the flexibility and usability that MVNO/Es want.

> Business insight you need

Redknee's Telco-in-a-Box solution is pre-integrated, providing a 360 degree view of subscriber data to analyze customer usage patterns. In turn, this helps CSPs to identify churn risks, make recommendations, cross-sell and upsell services and reward high value customers. The solution provides access to powerful business intelligence gained through historical and real-time customer usage data and subscriber profiles. What's more, Redknee's Telco-in-a-Box seamlessly integrates with loyalty programs and 3rd party partnerships, helping MVNO/Es to increase profitability.

This convergent solution is capable of multi-account balance and bundle management.



Solution Highlights



Pre-integrated solution to ensure faster time to market



Multi-tenant architecture to host multiple MVNOs with innovative pricing options



Enables dynamic service syndication through seamless integration with social media networks



Empowers business users to define and launch new services, tariffs, promotions quickly



Deep business intelligence and analytics to maximize ARPU



Open data model and APIs that allow quick integration of 3rd party content and loyalty programs



Flexible deployment and commercial models to suit your business model

> Deliver advanced customer care

Redknee's Telco-in-a-Box includes an advanced customer care module MS Dynamics complete with case management, trouble ticketing, dispute management and order handling. The real-time account visibility and self-care options empower customers with the ability to manage their own accounts, track their usage and upgrade their accounts. Customer Service Representatives have visibility into all of the necessary data needed to manage customer issues, provide relevant recommendations and upsell new services.

> Redknee Telco-in-a-Box customers

