

Case Study

ICX & NavibillingCX

Client GET | **Location** Norway

Product ICX & NavibillingCX

Industry Pay-TV, Internet & Telecommunications



GET's Journey into the Mobile Market

GET is one of Norway's leading cable-TV operators and internet service providers with 840 employees. GET have won a number of awards for best-in-test prices for user-friendliness, innovative products and good customer service. Get is part of the TDC Group of companies, operating in a number of countries around the globe.

Project Background

GET had previously undergone a major transformation of its legacy business systems by implementing ICX (formerly ICC). ICX had provided GET with a fully automated and integrated B/OSS platform to support its Cable-TV and internet operations.

In 2015, GET identified mobile as an attractive opportunity to capitalize on interest from their existing customer base in Norway. Therefore they needed a solution to cater for mobile data management.

Additionally, late in 2015, GET was purchased by TDC where significant mobile capabilities already existed including the opportunity to connect to the TDC technical platform.

Solution

Following a market review of vendors in November 2015, GET TDC formally launched the GET Mobile project with launch date of October 2016. Hansen's Navibilling was the solution of choice due to its capability with both mobile billing and rating. Navibilling was also an incumbent system for TDC Norway's B2B customers.

Integrating ICX with Navibilling, enabled and maximised two of Hansen's best of breed solutions. Utilising the specialisations of each system, GET were delivered a fully automated and integrated billing engine, all with one vendor.

Navibilling's key benefits included a proven ability to scale and support mobile services. This 'out-of-the-box' solution was also backed up by a strong track record of Hansen's successful on-time/on budget project delivery.

Key also to GET was to continue to deliver high levels of customer service without adding significant costs to the business.

Outcome

By engaging Hansen for a fully integrated solution, it took away the stress and complexity of needing an SI engagement. It also reassured GET that with a single vendor communication challenges and testing/integration concerns were reduced.

Hansen also worked with GET to ensure GET's specialist skills were utilised where possible to reduce vendor costs. Hansen also enabled a level of independence post project for day-to-day management of the system.

The project focused on functionality for provisioning, billing (with an interface to Hansen's ICX solution), integration to a new logistics partner, and a new simplified Customer Care UI for Sales & Support.

GET had successful field trials of their Mobile Service in October 2016. This was immediately followed by a formal launch with full mobile capabilities and data SIM soon thereafter.

The tight integration between Hansen ICX and Hansen NavibillingCX enabled GET's mobile service offering to package innovative offerings. These included 'Roam like home', No lock-in period, free calling to GET customer service, simple administration on web and app and everything on one bill (i.e. Pay-TV, Internet and Mobile).

Key to the success of the project was:

- Rich BSS capability (ICX and NavibillingCX) from Hansen with robust configurability
- The digitisation strategy for GET remained the cornerstone of the Mobile project with a focus on Self Service
- Dedication and commitment of the Hansen project team to deliver what is promised on time
- The resulting IT systems portfolio is prepared and geared for future growth with Hansen ICX and Hansen NavibillingCX

“Get TDC managed to launch a fully integrated and digital mobile offering in an existing ecosystem in record time. The main contributing factors for this feat was the close partnership with TDC (mobile platform) and Hansen convergent BSS products.”

John Christian Reinertsen
Head of Systems, GET TDC