



MVNO Analytics

Powerful insights to
improve the bottom line



www.teoco.com

MVNO Analytics



Invoice Automation



Profitability



Monetization



Subscriber Analytics



Compliance

Partnering with both the Network Operator and Virtual Operator to improve the value of business through deeper and more timely insights

As Operators continue to grow their MVNO partnerships in new enterprise businesses areas such as media and IoT, intelligent insights into the behavior of their MNVO subscribers are critical to ensure a resilient MVNO business. Additionally these expanding MVNO partnerships continue to add to what is already a mammoth invoice reconciliation task.

For MVNOs it is important to understand the quality of service their customers are experiencing on their partner networks as well as how they are using the service.

With so many new devices entering the market and subscribers having multitude of price plans options to choose from, not fully understanding the effect of constantly changing subscriber behavior will have a negative impact on profitability.

In this environment, actionable intelligence is indispensable to deliver on profitability and monetization goals!



Customer intelligence

- ❖ Where are my subscribers located?
- ❖ Why do they churn?
- ❖ How do they perceive their service experience?
- ❖ What are my subscribers' behaviors?



Invoice accuracy

- ❖ How do I effectively manage the huge volume of inter-company invoices received monthly?
- ❖ How do I accelerate invoice disputes?



Real-time Actionable Insights

- ❖ Real-time complex event processing and actuation capabilities are critical.
- ❖ We live in a constantly changing world, how do I keep up?
- ❖ Act now! Profit now! Save now!

MVNO Analytics



TEOCO's Advantage - Independent, proven, trusted and objective

- ❖ TEOCO's deep subject matter expertise in both BSS & OSS has been helping MNO's & MVNO's to monetize subscriber behavior for over 20 years.
- ❖ End-to-end invoice automation - visibility, distribution and collaboration.
- ❖ Faster business optimization decisions through real-time data processing, enrichments and machine learning for predictive analytics.
- ❖ Insights into subscriber perceived quality of experience for MVNO's

MVNO Use Cases

Use subscriber behavior to identify MVNO niche, predict churn, develop targeted retention campaigns and provide insights into device and rate plan adoption.



Monetization



Invoice Automation

Margin analytics, align rate plan & revenue data to avoid bill shock resulting and bad debt. Subscriber plan alteration analytics to increase subscriber profitability.



Profitability



Compliance



Subscriber Experience

Increase invoice processing efficiencies with invoice automation & reduce invoice dispute resolutions through an online collaboration portal.

Assess compliance of customer behavior to product terms and conditions. Monitor new subscriber behavior versus standard profile.

About TEOCO



TEOCO is a leading provider of analytics, assurance and optimization solutions to over 300 communication service providers (CSPs) and OEM's worldwide.

Our solutions enable the digital transformation of CSPs while enhancing their network QoS, improving their customer experience and reducing their operational costs.

Through advanced analytics, TEOCO solutions provide actionable and measurable insights into network and customer behavior. This includes the optimization, effective monetization, and delivery of new and existing services, such as VoLTE and Video.

Our commitment to network flexibility and agility makes TEOCO the obvious choice for CSPs looking to leverage NFV/SDN and the rise of 5G, and to maximize the revenue potential of new opportunities tied to the emerging Internet of Things (IoT).



“TEOCO is bridging the gap between operations functions, particularly traditional engineering, planning and network optimization, and the business-defining monetization functions of revenue generation, customer experience, and margin management. Stratecast believes this makes TEOCO a company to watch.”

– Karl Whitelock – Stratecast, Frost & Sullivan