



The Billing Migration Dilemma

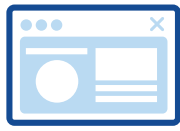
CSPs know they need to switch

When their current billing systems hold them back from:



Supporting New Business Models

Like wireless, where the revenue pool is 2.5x greater than residential broadband



Improving CX

Internet service providers scored 68 out of 100 in the American Customer Satisfaction Index—near the bottom of the industry rankings



Reducing Costs

The telecom industry's opex-to-revenue ratio grew from 67% to 70% between 2019 and 2022 (Omdia Global Telecom Opex Tracker)



Change can be risky

Something (or many things) can go wrong in a billing system migration

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Data Integrity

Can you ensure bulk data accuracy and performance?



Complexity

Can you ensure your current pricing models carry over and customers can keep their plans?



Disruption

Can you deliver exceptional customer service throughout the conversion?



Cost

Will the project stay within budget and avoid unexpected implementation costs?



Compliance

Can you meet all your data privacy and security obligations during the migration?

But You Can Reduce Complexity and Cost

15%

Savings in Infrastructure costs

35%

Operational headcount reduction

97%

Order accuracy rate (avoiding unnecessary costs)



The Cost of Doing Nothing Grows Every Day

Stick with your current system, and your business will miss out on the opportunities

Increase Average Revenue Per User (ARPU)

30%

Boost in conversion rates

15%

Increased ARPU (through new products and services, and AI-powered, personalized "best offer" recommendations)



The Winning Move?

Make the Switch and Mitigate Your Migration Risk

There are 7 best practices + 7 key questions to ask a BSS vendor to help you avoid common pitfalls in billing system migrations.

Learn them in the new eBook, "Migration Mastery: How to De-Risk Your Telecom Billing System Conversion."

[Download the free eBook now](#)