



CASE STUDY

MTN SOUTH AFRICA

TRANSFORMS ITS BILLING

OPERATIONS WITH CSG

RESULTS

CSG is responsible for all proprietary and bespoke platforms currently used by MTN's retail and wholesale operations, creating consistency, reducing costs, and becoming true subject matter experts for the MTN revenue management domain, including provisioning, charging, collections and payments.



17

vendors consolidated to be managed by one CSG team



60

days to launch RAN sharing monetization platform



<12

weeks to create MVNO platform



32M

subscribers served by CSG

“CSG has shown their value not just as a vendor, but as a trusted provider. We’ve been able to drive efficiencies and optimizations with their team that we hadn’t been able to fully realize before.”

— Phinda Ncala, Executive: Information Technology, MTN South Africa

WHO?

MTN South Africa is one of the largest operators in the country, serving over 32 million total subscribers.

WHAT?

MTN had a long history of working with CSG, starting with a successful deployment of Digital Partner Management for voice interconnect partner billing. Over time, MTN saw an opportunity to truly transform its billing domain to be more flexible and agile with the goal of driving business growth.

They saw the enhanced value in incorporating CSG's billing, wholesale and other revenue management solutions into its IT real estate, and engaged CSG's innovative managed services approach to develop a strategic relationship that has become core to the partnership.

HOW?

With CSG's revenue management solutions and services, MTN South Africa has transformed its wholesale, Managed Network Services, carrier and retail billing processes into an efficient managed service operation underpinned by a modern, platform-based digital ecosystem.

Together, the two companies have been able to deploy and deliver on major strategic initiatives, including the launch of a RAN sharing monetization platform, an MVNO platform, and the consolidation of retail and wholesale billing, providing MTN with significant savings and cost efficiencies.