

# MTN South Africa

## Communications service provider transforms billing operations with CSG

### Client Overview

MTN South Africa is headquartered in Johannesburg and is part of the MTN Group, a multinational mobile telecommunications company serving over 279 million subscribers in Africa and the Middle East. The company provides voice, data and digital services to wholesale, retail and enterprise customers. MTN South Africa is one of the largest operators in the country, serving over 32 million total subscribers.

### The Opportunity

MTN and CSG have been working together for almost two decades, evolving MTN's billing processes, technology and business models to benefit the operator and end users. The relationship began in 2003, when MTN deployed CSG's voice interconnect partner billing platform, CSG Interconnect. Over the next decade, MTN saw the enhanced value in incorporating CSG's billing, wholesale and other revenue management solutions into its IT estate.

A key milestone in the relationship came in the early 2010s, when MTN saw an opportunity to transform its billing domain to be more flexible and agile, with the goal of driving business growth. CSG was ready to help, engaging a skilled managed services team that have been a core part of the relationship ever since.

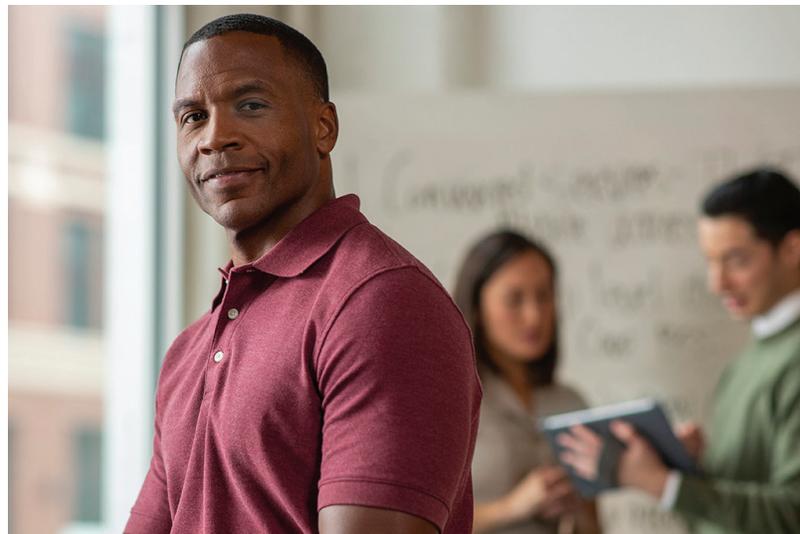
### Building on the Relationship

In 2014, CSG's managed services team got to work, taking ownership of CSG and non-CSG solutions to reduce costs and deliver the core revenue management functions MTN needed. MTN was

able to consolidate over 17 vendors to one unified CSG team, reducing costs and tapping into CSG employees' operational expertise.

With CSG, MTN receives complete end-to-end services from a SaaS commercial model. The wholesale managed services engagement has assisted MTN in streamlining its operations and reinvesting the cost savings back into strategic business solutions. The CSG team uses an Agile delivery approach with a proven migration methodology, ensuring flexibility and timely incremental business benefits.

With CSG's innovative managed services approach, MTN has been able to increase efficiency and keep pace with the expectations of the digital consumer and enterprise customer base. As the partnership has developed since 2003, the companies have developed a strategic relationship to constantly optimize and transform MTN's IT infrastructure.



### Wholesale and Retail Transformation

Utilizing CSG’s revenue management solutions and services, MTN South Africa has transformed its wholesale, MNS, 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:

- **RAN Sharing Monetization**—MTN and CSG managed services worked together to launch a RAN sharing monetization platform in under 60 days. With the solution, MTN can bill other operators for usage of their network infrastructure to get the greatest ROI from their network investment.
- **MVNO Platform**—MTN came to CSG with a request to create an MVNO platform, allowing other companies to leverage their network. The CSG team worked long hours alongside the MVNO teams to design and deliver a working solution to provision MVNO subscribers, all in under three months.
- **Retail Billing**—CSG has consolidated the management of retail and wholesale billing into one managed services contract, providing MTN with significant savings and cost efficiencies. MTN is now working with CSG to migrate retail billing from legacy solutions and onto Singleview for billing and financial management.

### Business Benefits

MTN currently supports and enables over 32 million South African subscribers with CSG revenue management solutions and services. In 2020, CSG solutions billed tens of millions of MTN subscribers for transactions worth billions of Rand.

CSG’s management of retail billing, combined with existing wholesale operations, helps MTN create consistency and reduce costs through unified operations. MTN is supported by a dedicated CSG team of 150 employees, providing MTN with full and consistent visibility across MTN’s lines of business. This is of mutual benefit, as this also helps CSG respond faster to any issues and accelerate new opportunities.

MTN values the partnership, as it recognizes the inherent value of working with their key platform provider directly, as well as CSG’s willingness to take on and support third-party solutions. CSG is responsible for all proprietary and bespoke platforms currently used by MTN’s retail and wholesale operations, becoming true subject matter experts for the MTN revenue management domain, including provisioning, charging, collections and payments.

**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.**

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