

CASE STUDY



THREE GROUP

SOLUTIONS DRIVES

AGILITY AND GROWTH

RESULTS

By adopting CSG Ascendon from CSG as its business support system, Three Group Solutions adopted a modern, cloud-native environment running on Amazon Web Services (AWS). Now, it can rapidly onboard customers, monetize services, and embrace modern business models with unparalleled agility.



85%

reduction in customer onboarding time



13

MVNOs supported



80%

reduction in third-party vendors

“We have reduced third-party vendors by 80% and maintained a consistently lean team despite growing by five times in less than 2 years. With CSG... we can onboard customers in 6–8 weeks instead of 9 months.”

— Tom Gardner - Director of Enterprise, Wholesale, and IoT Products, Three Group Solutions

WHO?

Three Group Solutions is the telecommunications innovation and development business of CK Hutchison Holdings Limited, delivering wholesale, enterprise, and IoT solutions across the group’s global mobile networks and vertical operations.

WHAT?

Working with CK Hutchison’s 11 mobile operators across Europe and Asia, Three Group Solutions faced challenges with an aging infrastructure, complex vendor relationships, and prolonged onboarding processes. In an increasingly competitive environment, the company sought to meet rapidly changing customer demands and accelerate time to market. To maximize the full potential of its networks, Three Group Solutions needed a modern cloud environment.

HOW?

Three Group Solutions joined forces with CSG and adopted CSG Ascendon as its BSS to manage billing, payments, customer support, and reporting for its MVNO customers. Regular Ascendon updates, coupled with the ability to customize offers, mean that the company can respond to market changes and launch new products faster, enhancing its ability to navigate varied MVNO business demands.

With a cloud-native architecture, Three Group Solutions’ business now continually evolves and scales, as does the platform supporting it, with enhanced redundancy and no end of life. The company can support the most intricate partner relationships, which in turn makes it simpler to monetize connectivity at scale and onboard new customers.