Managed MVNO – Total outsourced MVNO solution

Gain all advantages of being an MVNO while TCTS manages the platform and processes, enabling you to serve your customers better!

Overview

The MVNO industry requires specific creations and innovations subject to the market you need to target for your operation. TodayMVNOs and MNOs are being served by a fragmented market of Mobile Virtual Network Enablers (MVNEs) ranging from large scale global vendors, system integrators and a large number of small specialist providers and niche players.

The MVNE (enabler party of MVNO) market is becoming increasingly commoditised and competitive, with MVNEs coming under growing pressure to win new business. As the product offerings of MVNOs and MNOs evolve, so too must the propositions of MVNEs if they are to succeed. This view point explores the challenges and opportunities for MVNEs seeking to differentiate and drive incremental revenues.

**Transform operations | Drive efficiencies |
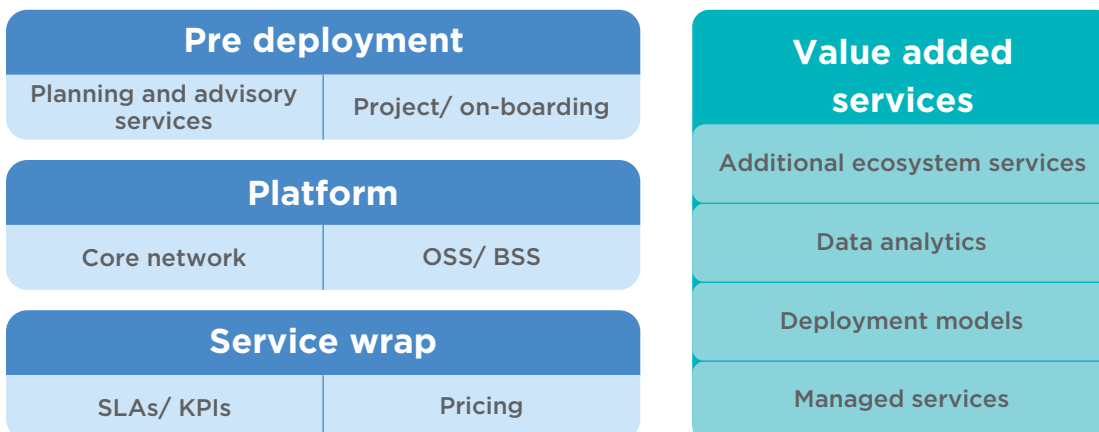Accelerate revenues | Enhance customer experience**

Trends in the MVNO space affecting the MVNE market

MVNOs increasingly seek a number of requirements, such as:

- Full control and flexibility in order to operate autonomously from the host MNO;
- Richer experiences and value-added services for more meaningful market differentiation;
- Capability to support bespoke customer acquisition and retention strategies;
- Flexible commercial models dependent on preference for OPEX vs. CAPEX

In response, MVNEs need to extend their services beyond traditional OSS/ BSS platform solutions, such as the service fulfillment, network inventory management, service assurance, subscriber management and channel management to serve these needs.

Based on above needs of MVNOs, the following are MVNE propositions:

Pre deployment	
Planning and advisory services	Project/ on-boarding

Platform	
Core network	OSS/ BSS

Service wrap	
SLAs/ KPIs	Pricing

Value added services
- Additional ecosystem services
- Data analytics
- Deployment models
- Managed services

Service offering

TCTS consulting services help MVNOs/ MVNEs with world-class strategic advisory, assisting them in execution and achieving their business goals Combining strategic thinking, robust analytics and practical experience, TCTS customised unique propositions of consulting services and managed solutions help overcome the specific challenges encountered by MVNO/ MVNE industry:

- MVNO/ MVNE strategy development and launch support
- Establishment of platform requirements for new MVNOs and sub-brands
- Vendor selection for MVNO and MNOs looking to engage with MVNO services
- MVNO/ MVNE planning (network and services)

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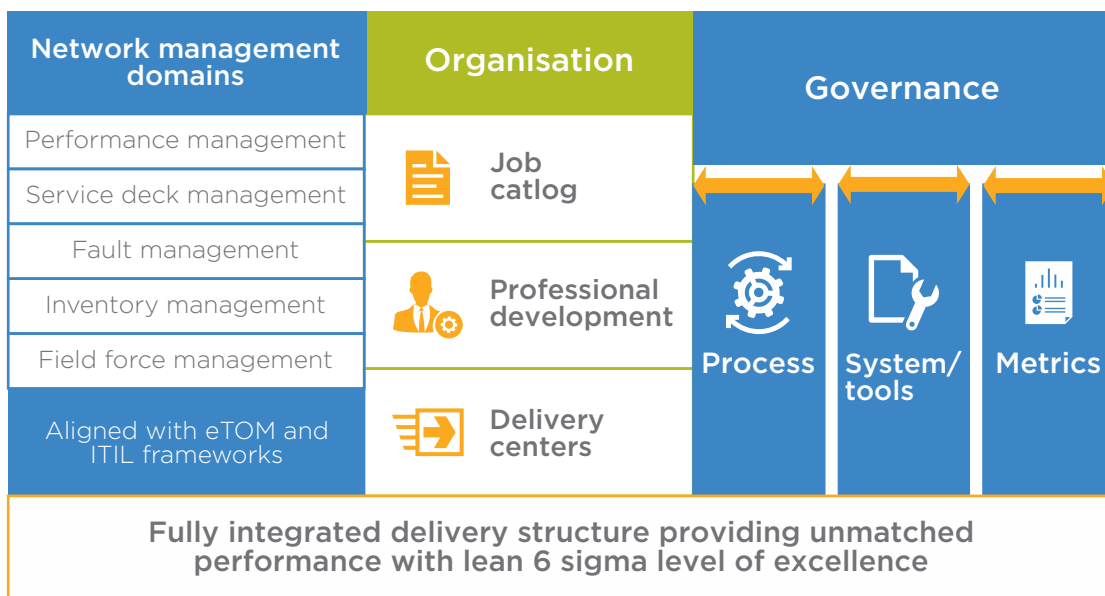
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With the build, operate and transfer managed services solution for MVNOs/ MVNEs, TCTS provides a comprehensive solution targeting not only customers that are looking to accelerate their network and service deployment, but also those who want to reduce operational risk when introducing next generation technology into their network.

TCTS can manage and maintain all components of your network, services and mobile application platforms delivering best-in-class service assurance, service delivery processes such as network operations center, service operations center, order management, inventory management, change management requirements.

TCTS outsourced customer care/ call center services help you establish a high-performing inbound call center with bi-lingual customer service representatives to handle technical support, product/ service inquires, order taking and processing, sales campaigning, customer retention, overflow calls from your in-house or external call centers. We understand your customer-centricity and see ourselves as part of your business while delivering excellent service level call center outsourcing.

TCTS managed services blueprint model

Network management domains	Organisation	Governance		
Performance management				
Service deck management	Job catlog			
Fault management		Process	System/ tools	Metrics
Inventory management	Professional development			
Field force management				
Aligned with eTOM and ITIL frameworks	Delivery centers			

Fully integrated delivery structure providing unmatched performance with lean 6 sigma level of excellence

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TCTS value creation and capability enablers

Speed
Provide new services quickly-time to market

- Advanced Integration Methodology (AIM)
- Design and integrate the optimal network solution
- Short time to market and low risk for new solution
- proven optimum development methodology and partner ecosystem ensuring speed to market to meet end user demand

Quality
Provide quality through all lifecycle phases

- Application of statistical process control
- operations science improvement cycle (plan-do-check-act)
- Root cause analyses
- Process performance improvement
- Capturing of lessons learned within projects

Governance
Establish end to end governance: control and visibility across lifecycle phases

- Governance model and reporting
- Defined governance structure with required reports for management and decision making at all levels
- Fully transparent and co-shared governance model allowing visibility and control integrated through the build, operate and transfer phases

Maturity
Establish operational quickly with risk reduction

- TCTS delivery model blueprint
- Establishing competence and processes quickly to allow robust operations in a timely manner and prepared for option to transfer back with no business interruption

Matured operations delivery solution during transfer

- Customer will gain full advantage of mature operations delivery model and robust transfer method at time of transfer
- Fully trained manpower resulting in no knowledge gaps at time of transfer
- All operational processes in place and running to set performance levels with measurement and reporting in place
- Full transfer program plan and team used to mitigate and manage all risk aspects of transfer (HR, process, tools, governance, licenses, third-party management)

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