



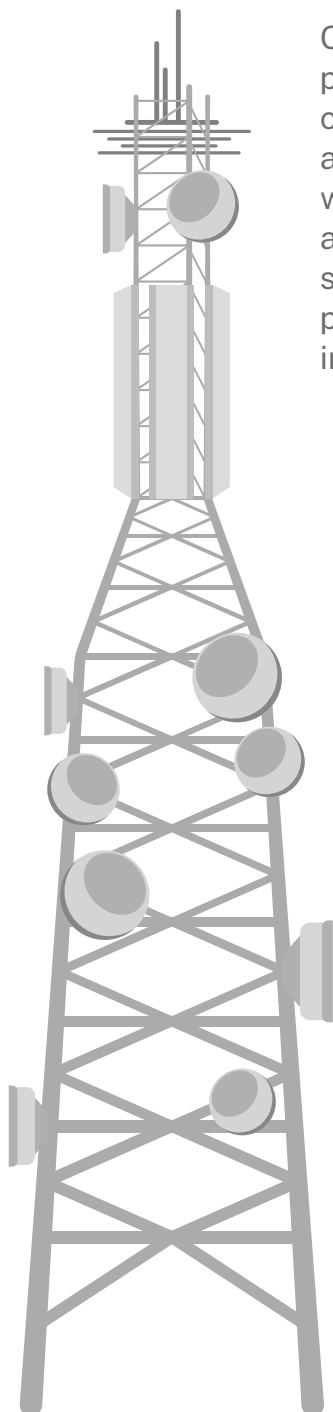
Csmart Synapse for MNOs

A SaaS BSS to Streamline Concept-to-Cash-to-Care Journey in a Rapidly Evolving Communications Industry






















Overview

Advancements in technology like 5G, IoT, AI/ML are making it essential for mobile network operators to invest in a comprehensive digital platform to have greater power and flexibility to embrace partner-enabled opportunities and shared business models. Stay ahead in the fast-paced world of technology with Csmart Synapse - A 5G-ready, cloud-native Telco Digital BSS SaaS platform.

1 One Telco SaaS BSS Platform for all Your Business Needs



Csmart Synapse, is a SaaS BSS, featuring a pre-integrated suite of 21 digital products. The products are also available individually on SaaS model to customize offerings, accelerate service launches, diversify revenue streams, and seamlessly address gaps in concept-to-cash-to-care processes. Aligned with TM Forum ODA, Csmart Synapse helps MNOs modernize their operations and develop advanced digital ecosystems for collaboration and innovative solution delivery. Built on innovative microservices, low/no code and Open API principles, Csmart Synapse is supported by two decades of expert systems integration and services.

 CPQ	 Inventory	 Voucher	 Contracts	 Campaign
 Customer Value Management	 Case	 Care	 Survey	 Billing
 RevShare	 iReport	 Telco CRM	 Satellite CRM	 Enterprise CRM
 IoT CRM	 Dealer	 iPass		
 Business Rule Engine	 Observability	 Telco Generative AI		

★ Key Highlights

- A comprehensive SaaS BSS platform to help MNOs transition from complex business IT infrastructure to a simplified & agile operation.
- Omnichannel, personalized, retail shop experience with CRM, e-Shop/Care and Mobile App to provide complete digital customer experience and value management.
- A centralized product catalogue to quickly launch innovative offering in response to evolving market demands, with key capabilities like offer personalization, partner offer bundling, model for 5G slice-based services.
- IoT integration for expanded capabilities in the 5G ecosystem.
- A centralized platform to manage and monetize MNO services and partner products for B2C, B2B, and B2B2X.
- A full-fledged Inventory Management, Campaign Management & Contract Management.
- State-of-the-art order fulfilment system with pre-integration with 5G network elements.
- Containerized microservices with auto-scaling capabilities.
- Digital Marketplace for easy partnering, digital asset creation and launch innovative services and enhanced new revenue opportunities and support for services that go beyond connectivity.
- iPaaS for configuration driven plug n play low/ no code integration support.
- Wholesale billing, automated partner/dealer management and settlement.
- AI/ML driven analytics for real-time decision making.

✓ Csmart Synapse Helps You Achieve



Quick launch of MVP Services in less than 100 days

60+ automated workflows to minimize customizations



Diversify revenue streams

Unique Digital Marketplace to forge partnerships.



Decisive intelligence

AI/ML powered real-time insights to drive decision-making and revenue generation.



Smooth integrations

Low/no code platform for rapid plug n play integrations through state of art iPaaS platform.



Cost efficiency

Cloud-native solution to slash OPEX by 50%.



Scalability and flexibility

Proven track record for managing 350 million inventories of vouchers, SIMs, and handsets managed in a single deployment.

Why Covalensedigital?

20+ years of domain experience

50+ customers globally

20 countries around the world

Unleash rapid growth for new business initiatives with the power of Csmart Synapse.

100+ customer engagements

50M+ subscribers connected

500M+ transactions supported daily



Scan to explore our offerings



Contact Us

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