csmart

Covalensedigital Chosen as Strategic Technology Partner by Leading Satellite Communications Provider in USA

60 million
subscriber base

30 million+
Events per day

<24 hours
Time-to-market

About client

The client is a leading satellite communications company headquartered in the USA and provides critical voice, data, and IoT services to hard-to-reach areas worldwide. They serve several commercial markets through a worldwide network of hundreds of partners. They have recently partnered with an OEM to provide satellite access through smartphones anywhere in the world.

Objective

Digitize, standardize, and optimize the concept-to-cash process & optimize the total cost of ownership with exponential subscriber growth from emerging digital services.

Solution

- Covalensedigital implemented its flagship Csmart platform along with a centralized product catalog with templatized & data-driven pricing to streamline new market offerings. The launch process includes a multi-level approval mechanism & aligns with the client's business vision

- Developed a new provisioning and charging engine to drive and cater to subscriber growth and the launch of new services in emerging markets. This engine is lightweight, cloud-native, & auto-scalable. The system is built on the greatest of open-source technology, hence has a minimal cost of ownership

- Establish a hybrid architecture of off-the-shelf vs. self-built systems, co-working to serve the respective line of businesses

- Enhanced existing off-the-shelf implementation to optimize billing performance & scalability

- Introduced wholesale billing feature to maximize billing throughput & enable processing of critical subscriber transactions, such as activations & updates, in parallel to bill-runs

Cloud-Native

Lightweight

Auto-Scalable

PROVISIONING AND CHARGING ENGINE

Launch of New Services

Minimal Cost of Ownership

Drive Subscriber Growth
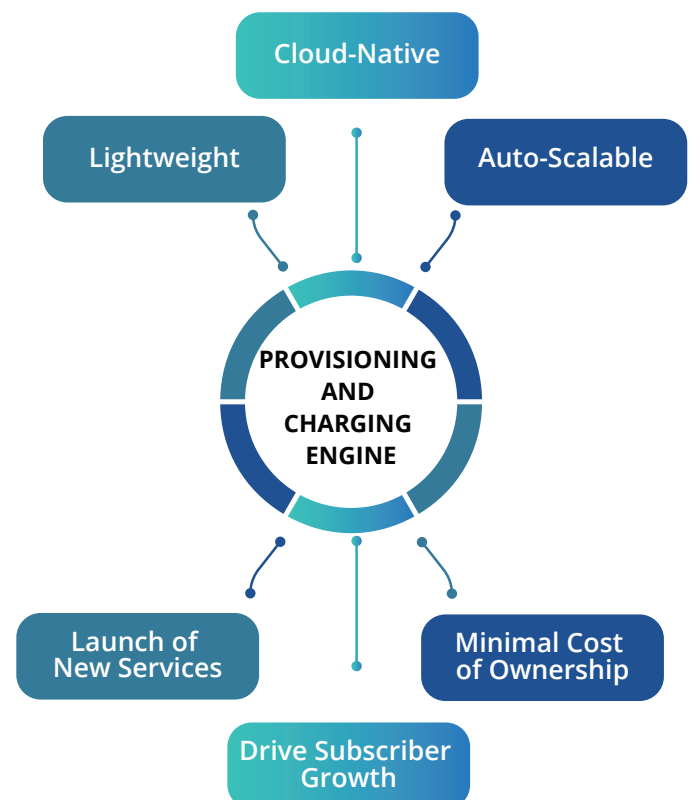
- Added Geo-based rating, Tier-based rating, and Global Maritime Distress & Safety System (GMDSS) for flexible customer solution
- Automated invoice verification & financial reconciliation process ensuring customer satisfaction along with regulatory compliance
- Implemented Digital Testing Automation Framework for efficient end-to-end engineering processes
- Adhered to an agile methodology for timely delivery of customized product implementations

Outcome

- Optimized launch process allowing businesses to quickly respond to changing market demands
- The reduced total cost of ownership with the hybrid architecture of off-the-shelf vs. self-built systems
- Improved overall system health & availability of the existing off-the-shelf implementation
- The platform is highly scalable, and flexible & now supports a wide range of services, IoT, satellite broadband, etc.
- Continuous engineering services support for seamless customer experience including timely product upgrades

Key results

Reduced time-to-market of new service launch from weeks to within **24 hours**

Newly deployed Csmart platform **now manages 60 million subscriber base & 30 million+ events** per day

Achieved production deployment in **5 minutes** with CD automation

70% reduction in time taken for manual finance verifications by introducing invoice & financial reconciliation automation

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