



ALEPO CASE STUDY: TELKOM KENYA



OVERVIEW

Serving millions of Kenyans across the country, Telkom Kenya provides integrated communications solutions in Kenya with the widest range of voice and data services as well as network facilities for residential and business customers. The company currently has a customer base of about 500,000 customers on both fixed and CDMA wireless with a country-wide presence.

Telkom Kenya wished to offer a fixed mobile solution to extend the functionality of their mobile technology to fixed data usage, all with a single customer experience, portal, and bill for both mobile and fixed services.

ALEPO SOLUTION



- Fixed Mobile Convergence
- Integration with IT system and network elements
- Hotlining
- Activation
- Web Self Care
- Voucher Management

ALEPO PRODUCTS & SOLUTIONS UTILIZED

- AAA Server
- IN to IP Charging Gateway
- Billing & Charging
- Web Self Care
- Activation Module
- Provisioning Module
- Voucher Lifecycle Management

CONCLUSION

Telkom Kenya decided to expand the functionality of their mobile infrastructure to offer fixed data with a common portal and joint business plans for both fixed and mobile. Alepo was able to integrate with their existing IN and offer a unified portal for customer activation and self-care for both mobile and fixed plans, with no disturbance to business.



“It was imperative that we find a solution that could provide a consistent user experience for self-care and activation across all services offered, all with no disturbance to business and rapid ROI,”

- Jean-Michel Chanut, Head of Marketing and Strategy, Telkom Kenya

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