ALEPO CASE STUDY: DIGICEL JAMAICA

THE SITUATION

Digicel is the Caribbean's fastest growing GSM provider with over 6 million subscribers. They wished to offer a Fixed Mobile Solution by expanding into broadband services and fixed voice through WiMAX in order to remain market leaders in the telecommunications marketplace.

Digicel had a strict timeline to deployment and needed a solution that could seamlessly integrate with their back office to provide a single, convergent prepaid and postpaid solution across multiple networks and services.

THE SOLUTION

Digicel selected Alepo to provide the solution using an adjunct approach, including the following services:

- Fixed Mobile Convergence
- AAA
- IP Address Management
- Charging & Rating
- Activation
- Self-care
- Number & Device Management
- Provisioning
- Service bundling with GSM plans

"The most important thing for us in choosing a billing partner was proven experience with both GSM and broadband,"

- Mario Aasaad, CTO for Digicel.

ALEPO

IMPLEMENTATION

Alepo engineers integrated with the following legacy systems to create an adjunct back office solution:

- Prepaid IN system
- Postpaid system
- Inventory System
- Mediation System
- WiMAX CSN
- VoIP network
- SMSC
- CRM system

ALEPO PRODUCTS & SOLUTIONS UTILIZED

- 16e AAA Server
- DHCP Server
- IN to IP Charging Gateway
- OMA DM Server
- BSS Bundle (Billing, Charging, Inventory & Number Mgmt)
- Policy Server
- Web Self Care
- Activation Module
- Provisioning Module
- Voucher Lifecycle Management

"Communication with the Alepo team was very good. The advice they gave during implementation was helpful in shaping our project as it moved toward deployment," stated Amilkar Torres, Group Product Delivery Director at Digicel. He added, *"The Alepo team completed the project in a timely and cost-effective manner."*

CONCLUSION

Mobile incumbent Digicel wished to increase their customer base and satisfaction by expanding into WiMAX services via a fixed mobile solution, and found it necessary to partner with an experienced third-party vendor to accomplish their goals within a strict timeline. Through partnership with Alepo, Digicel was able to unify all of their services to one platform and simplify their network, providing bundled GSM, broadband, and VoIP plans to their subscribers, all with minimal change to the existing core network and agent interface.

"We wanted it to be very easy to pair wireless broadband and VoIP devices with existing mobile plans and to allow our customers to use their existing prepaid or postpaid account to pay for all services offered. By making the activation process intuitive, we increase customer satisfaction and reduce our operational costs," stated Mr. Torres.