

Nexign Modernises MegaFon’s Roaming Partner Settlement System



MegaFon

Company: MegaFon PJSC
Region: Russia and Tajikistan
Nexign Solution: Roaming Support System
Implementation time: 2019–2021

Brief Description

Migration to Multi-broker, the upgraded roaming support system (RSS), allowed MegaFon to improve the transparency of its settlement processes and ensured support for roaming broker functions.

The accounting period closing time decreased from 10 days to 2 days. The project resulted in reduced operating costs and increased failure safety of the solution.

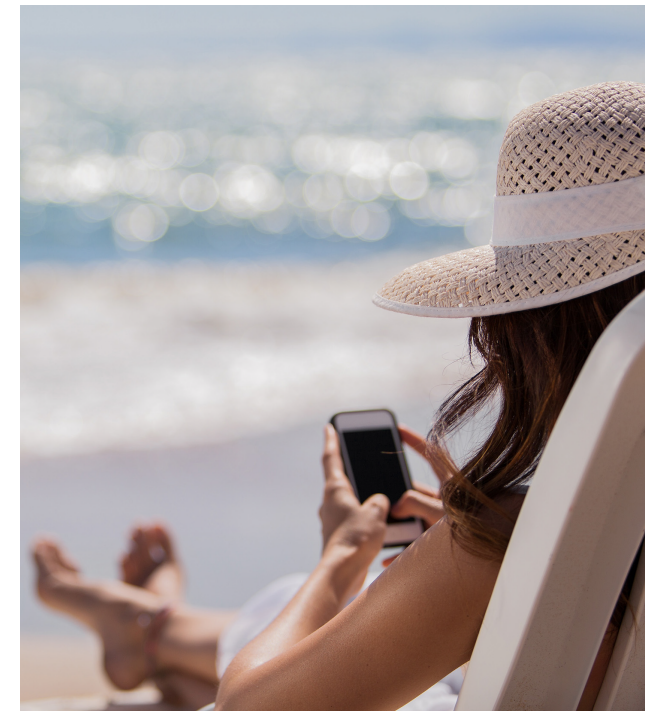
Client

MegaFon is a pan-Russian provider of digital opportunities and a leader in the Russian and global telecommunications market. The company combines the areas of IT and telecommunications as well as provides mobile and fixed-line services, mobile and broadband Internet, digital TV and OTT services, innovative digital products and services.

The company and its subsidiaries render services in all Russian regions as well as in the Republics of Abkhazia, South Ossetia and Tajikistan.

Objective

Modernising the roaming management system met two of MegaFon's objectives — decreasing solution support costs and increasing the provider’s revenue from roaming services by supporting clearing house functionality.



Solution

At the initial stage of the project, an inventory was made of the functional capabilities of the solution at MegaFon's disposal. The audit showed that the software system was largely customised, which, on the one hand, met the provider's business needs, but on the other hand, reduced the system's failure safety as well as increased human error risks and solution support costs. Therefore, when switching to the new solution, it was important for MegaFon not only to reduce operating costs but also to preserve useful functionality, avoiding the disruption of established business processes. Another important reason for modernisation was the provider's commitment to reduce the time to market for new roaming products.

The project of transition to the upgraded Nexign RSS was launched in early 2020. In April 2021, the deployment team completed testing and migration activities. The Multi-broker system allowed MegaFon to preserve the existing functionality and ensured support for roaming broker functions as well as the implementation of multiple roaming brokers within a single system instance.

As a result, MegaFon has achieved a flexible and scalable roaming support system that maintains not only MegaFon's processes but also those of its subsidiaries, as well as the MVNOs using MegaFon's network — Yota, Gazprom Telecom and the like.

Results

Process unification has made it possible to reduce data loss risks. The accounting period closing time for roaming settlements has decreased from 10 days to 2 days. The billing period closing time has significantly decreased as well. Before, mere billing and paperwork took approximately 12 hours. Now closing the billing period takes 2–3 hours.

'Since the solution largely contained custom code, we had to look through and update large volumes of data if something had changed in the billing period. It was time- and energy-consuming. With the new solution, the process transparency has been improved, and in this case, all the data can be easily reached',

*says Tamara Solovyova,
Customer Settlements expert*

In the course of the project, the Nexign team tackled both the primary tasks of optimising roaming data flow process management and extra tasks, including support for infrastructural product upgrades.

Owing to the flexibility of the new solution, the time to market for new products for travellers has been reduced. It is now possible to test new functions within a special RSS zone and not within the industrial solution. This helped reduce financial and reputational risks.

