

Telenor AB: billing and mediation solutions

TELENOR AB

Sweden

Online:

www.telenor.se

Industry:

Telecommunications

Employees:

22,000

"I could probably find the same level of competence with other firms as well, but not likely the same level of reliability, self-sufficiency and the emotional satisfaction that came from working with CGI."

Krister Tänneryd, VP
Operations & Delivery, Telenor AB

The Nordic group of countries is arguably the most dynamic telecom market in Europe, home to giants Ericsson, Sony Ericsson and Nokia. With 22,000 employees and an annual revenue of \$US 9 billion, Telenor is one of the biggest Nordic public companies. Telenor's Swedish subsidiary, Telenor AB, provides telecommunication services to wholesale customers and companies of all sizes right across that country.

The Challenge

In the telecom services sector, billing is among the most complex in the world; and accordingly, the business processes and IT systems that support that billing activity are also very complex. Telenor is no exception, and continues to face challenges with its billing environment, not the least of which came about when Telenor acquired Utfors in 2002 to increase Telenor's broadband market potential. Utfors, another telecom company, specialized in building and operating fibre networks, with 6,000 km under management throughout Sweden.

The Utfors acquisition left Telenor AB with two billing systems that needed to be consolidated into a single system, and a single, standard billing process adopted.

The acquisition also left Telenor AB ("Telenor") with two mediation systems that were in need of an overhaul.

How CGI Helped

For a number of years, CGI has been helping Telenor with a variety of billing-related projects – including consolidation of Telenor's two billing systems into one. CGI and Telenor chose to standardize the existing Telenor billing system. To address their need for a new mediation system, Telenor conducted RFP processes to select the Sterling Mediation product from EDB Telesciences and select an implementation and integration partner.

The Results

By developing a new billing process framework and merging two billing systems into one, CGI has helped Telenor consolidate its billing activities into a single department. Additional benefits include:

- Reduced operational costs
- Improved system efficiency
- Identified revenue leaks

The bottom line: Telenor's new modern system and processes provides the telecom services provider with new operational effectiveness and competitiveness.

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