UNO Delivers 99% P2A and P2P Messaging Success

Accelerating time-to-market while reducing CaPex and OpEx

The customer is a prominent African GSM communication firm established in 2001. It operates as a subsidiary of a global telecom giant spanning over 21 countries, offering a comprehensive range of communication solutions, from mobile to enterprise services.

Low Lights

» Non scalable legacy messaging infrastructure

» High CapEx and OpEx with delayed monetization

» Long lead-times for new product launches

» Dependency on multiple siloed systems

The non-scalable legacy messaging infrastructure was resulting in high operational costs, while the customer faced challenges in adapting to cloud technology and preparing for the future.

To support the future vision and generate incremental revenue, a future resilient, cloud ready, modernized messaging infrastructure was required.

Solution

» Consolidated **messaging infrastructure**

» **Dashboard for Business and operation KPIs**

» Eliminated dependency on multiple siloed systems

» **Intuitive GUI**

Comviva deployed **UNO**, a cloud-native communication platform to help the operator consolidate its messaging infrastructure into a single cloud-based platform eliminating dependency on multiple siloed systems, alleviating the time-to-market and supported future evolution.

It also enabled the operator to create applications on the go and launch them through USSD and SMS channels in record time.

UNO Framework
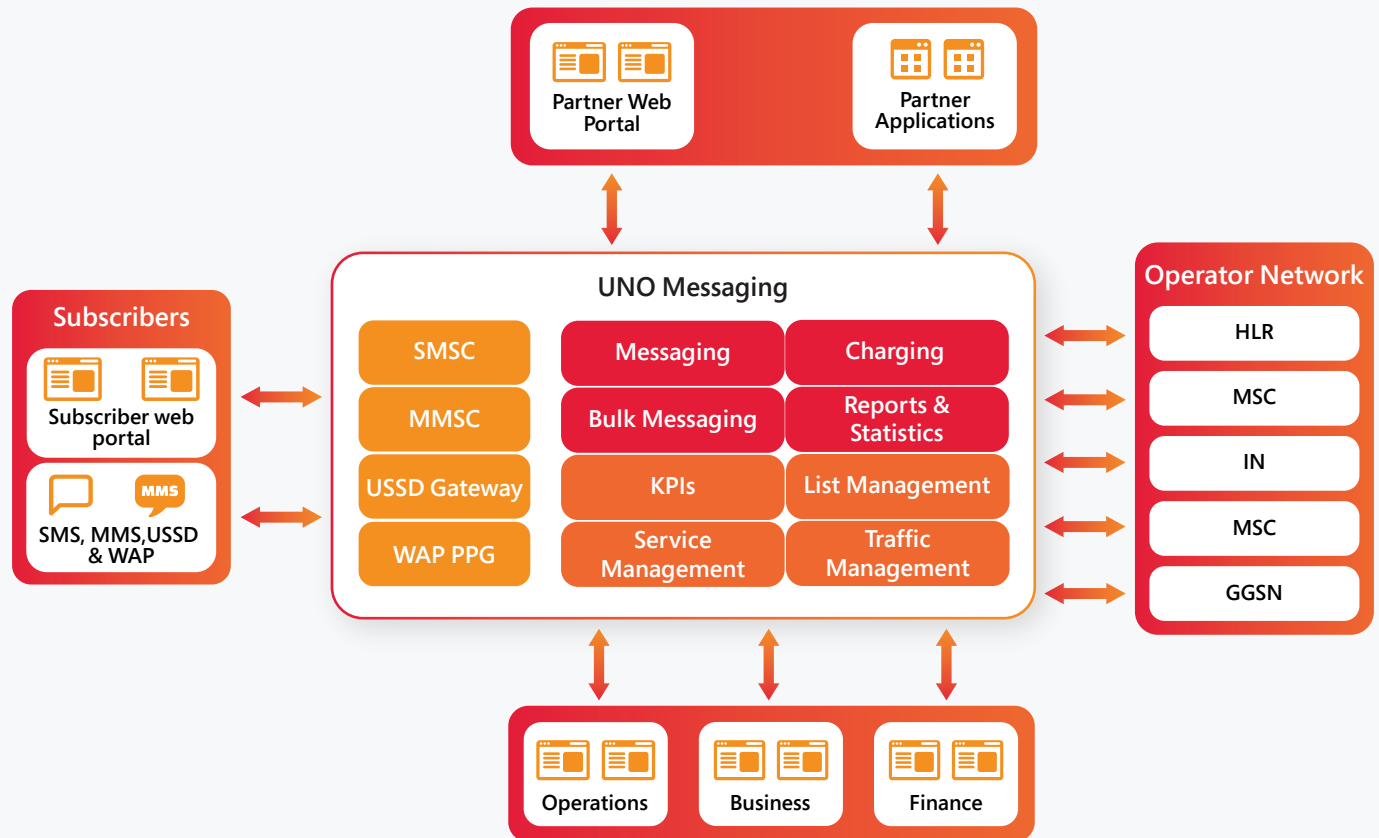
Impact

- Faster time to market

- Reducing the TAT (Turnaround Time) for new services from **days to hours**.

- Achieved a significant **reduction in OpEx and CapEx**

- Increased TPS (Transactions Per Second) from **2000 to 5900**

- Achieved a P2P success rate of **99.45%**

- Reached a P2A success rate of **99.58%**

- Attained a USSD success rate of **99.72%**

Virtualized Unified platform for both SMSC and USSD, leading to **significant cost reduction**.

User friendly application creation platform which helps in faster roll-out of new services thereby reducing the time.

The comprehensive cloud-ready platform contributed to incremental revenue generation, with **improved P2A and USSD success rates**.