

## **Problem Statement #1: Low Cost BSS solution for niche DSPs**

**Background:** with the advent of digital technologies, more and more niche Digital Service Providers like MVNO/E, FTTX and Satellite are setting up shops leading to opportunities in the B/OSS space. Unlike the traditional communication service providers, these DSPs have less than half a million subscribers in the range of 50-100k and cannot afford a full-scale traditional B/OSS solution as their needs are –

- a simple/minimalist set of business processes for on-boarding and servicing pre/post-paid customers
- timeline to implement such a solution has to be extremely quick – a couple of months at most
- fraction of the cost for a full-fledged solution; rather a plug-n-play per-subscriber SaaS solution

**Ideal solution:** 3 different options can be explored

### **Option 1 – Lightweight BSS Solution/Platform**

A turnkey solution that provides SaaS platform to support:

- Mobile and fixed line business
- Lightweight pre-paid and post-paid customer acquisition journey
- Lead-2-cash journeys & customer service journeys
- Pre-integrated Multi-tenant SaaS solution

### **Option2 - Lightweight CRM Platform**

A modern simple, robust, scalable and lightweight front-end, which can sit on top of a traditional revenue management product and can be offered as a SaaS offering. Solution should offer following capabilities:

- Multi-tenant solution
- Create and manage customers and their relationships with the DSP
- Create and manage customer offers and services
- Configure, Price and Quote products and offers for subscribers
- Decompose orders and request into work activities and orchestrate completion of these activities across the B/OSS stack
- Create service requests to address customers' needs and problems
- Configurable Customer 360 view
- Create and execute campaigns
- Define and manage Customer Hierarchy
- Define and manage agent/organisation Hierarchy

### **Option 3 – Technology Platform**

Platform to build a scalable front-end with above (option 2) mentioned capabilities. Key capabilities for such a technology platform should be:

- No code/low-code configurations (RAD)
- SaaS enabled platform
- Strong BPMN workflow engine along with robust version management

**Must haves – success triggers for responses for Option 1, 2 & 3:**

- a. No code/low-code configurations (RAD)
- b. SaaS enabled platform
- c. Strong BPMN workflow engine
- d. Robust version management

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