



MTN Group

Mobile Operators in Africa

The MTN Group is a leading provider of communication services, offering cellular network access and business solutions. Launched in 1994, the MTN Group operates across 21 countries in Africa and the Middle East. As of 31 March 2007, MTN recorded more than 44 million subscribers across its operations, including more than 13 million in South Africa and a further 13 million in Nigeria.

The African mobile communications market is fast moving and challenging, with high customer growth but with relatively low ARPU. This means operators must strive for high efficiency and flexibility across all their systems and processes.

Situation

MTN South Africa began offering mobile services in 1994 and had originally developed its own provisioning solution. As its network grew, and MTN started to offer a greater range of services to its customers, this home-grown application was proving to be inflexible and unable to meet time-to-market demands. MTN required a more flexible, scalable and configurable provisioning solution that was product-based and satisfied its specific provisioning requirements such as, supporting its network elements and allowing for multiple service providers sending orders into the system. In 2000 MTN began a competitive selection process for a replacement provisioning system.

Solution

By deploying a solution using **Tertio™ Service Activation**, along with **Tertio™ Activation Designer**, MTN South Africa now manage its own service configuration needs, and it is currently introducing **Tertio™ Content Connector** to provide rapid code-free configuration of interfaces to new network elements.

When, due to unprecedented growth in GSM subscribers, similar requirements arose for MTN Nigeria, Evolving Systems was able to rapidly deploy a similar solution with the addition of **Tertio™ Service Composer**. This was successfully integrated into MTN Nigeria's network in 2003.

Benefits

Evolving Systems' Tertio solution has provided MTN South Africa and Nigeria with a flexible and robust solution to allow rapid launching of new services to large groups of subscribers. Tertio Activation Designer, Tertio Service Composer and Tertio Content Connector allow MTN to efficiently configure and manage its provisioning logic and interface connectivity in-house.

Commenting at the time of purchase, the CIO at MTN South Africa, Erich Roberts, noted "*The existing provisioning system we had was proving to be too inflexible to support our plans for growth*". He went on to say that following the selection of Tertio "*it will allow us to more easily enhance and expand our network while supporting our current and planned future services. More importantly, it will enable us to rapidly introduce new services, something which is vital if we want to maintain and expand our customer base in the highly competitive South African GSM market.*"

About Evolving Systems®

Evolving Systems, Inc. (NASDAQ-EVOL) is a provider of software and services to more than 70 network operators in over 45 countries worldwide. Its portfolio includes market-leading products for Activation, Dynamic SIM Allocation, Number Portability, Number Management and Mediation. Founded in 1985, the Company has headquarters in Englewood, Colorado, with offices in the United Kingdom, Germany, India and Malaysia. For further information visit our web site at www.evolving.com

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