Breaking the Shackles: 10 Critical Flaws of the Services Model

MATRIXX® SOFTWARE

Charging and monetizing vendors' businesses have increasingly shifted toward a customized, services-led model. In fact, one leading vendor generates almost 60% of its revenue from services. Below are the top 10 reasons why this is bad for services providers.

10. Misdirected Incentives: Service revenue dependence results in the creation of excessive code to address challenges, not aligning success with solutions.

9. Complexity in Vendor Management: CSPs can become mired in an ever-deepening quagmire of inefficiency when every change triggers a new project.

8. Fragmented Evolution: Custom code often lacks strategic direction; features are added without considering the system's future, leading to a fragmented architecture that's hard to manage and integrate.

7. Compliance & Security Concerns: Each introduction of code amplifies compliance and security risks. Every new code segment might require separate validations, increasing the risk of breaches and non-compliance.

6. Unpredictable Performance: Non-standardized code increases risk of unpredictable performance, compromising scalability and reliability, particularly during peak demand.

5. Slower Time-to-Market: Custom development cycles lead to longer timeframes for deployment, which is a critical disadvantage in a fast-paced industry.

4. Constrains Adaptability: Custom code, tailored to its original technology stack, can restrict service providers' transition to a cloud native, composable infrastructure.

3. Higher Risks: As custom code grows over time, so does its complexity. The system becomes a breeding ground for bugs and system vulnerabilities.

2. Higher Costs: Over time, sprawling custom code becomes a labyrinth, costly to navigate and modify, leading to ballooning and unpredictable expenses.

1. Stifled Innovation: Over time, custom solutions tie up resources in managing and maintaining rather than development, causing service providers to fall behind in delivering new, market-leading services.

Modern Service Providers Choose MATRIXX

Orange Poland launches new services every two weeks

One NZ (formerly Vodafone) reduced time-to-market over 90%

Telstra reduced hardware costs by 90%

Telefónica O_2 reduced time-to-market by 50% and configuration complexity by 17x

Swisscom supports four brands on a single MATRIXX platform

TELUS accelerates innovation with infrastructure deployed on the public cloud

iD Mobile became the fastest growing MVNO in UK history by innovating with MATRIXX

Liberty Latin America chose MATRIXX for a single platform across all Opcos

Verizon Visible used MATRIXX to create the first all-digital, cloud-based carrier in the US

Why Partner With MATRIXX?

MATRIXX is the platform of choice powering many of the world's leading communications companies, IoT players and emerging network infrastructure providers.

- A network-grade, real-time converged charging platform delivering Tier 1 performance

- "Click-not-code" support to rapidly deploy innovative monetization models

- Support for consumer, enterprise, IoT, wholesale and B2B2X monetization in a single platform

- Business-facing APIs to integrate to customer and partner-facing channels

- Network-facing APIs to integrate with 4G/LTE, 5G, edge, fixed, cloud, cable, satellite and private networks

Questions?

Reach out for more information, to schedule a demo or to meet the MATRIXX team.

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About MATRIXX Software

MATRIXX Software delivers a modern converged charging and digital monetization solution proven at scale. Global operators like Telefónica and Telstra, IoT providers like Tata Communications and network-as-a-service (NaaS) providers like DISH rely on the platform to overcome the limitations of traditional Business Support Systems (BSS). With MATRIXX, service providers can rapidly configure, deploy and monetize personalized, innovative offerings. Its cloud native platform delivers accurate, real-time information that improves customer engagement. MATRIXX enables commercial innovation and real-time customer experiences that drive revenue and growth opportunities across multiple markets.