



New Digital Opportunities in Enterprise

A Digital Approach to Enterprise Cost and Service Management



The Modern Enterprise Space

Digital-first commerce doesn't end with the everyday consumer.

The same digital self-care, real-time and personalization capabilities open new opportunities for operators in Enterprise. For Enterprise customers, this can manifest as real-time controls over Enterprise spend, management of departments on-demand and immediate service and asset controls.

The Enterprise operator's business today is dynamic and is characterized by diversification into non-connectivity areas such as cloud and security. Together with new IoT and emerging 5G opportunities, it makes for a very compelling space.

Monetizing these new opportunities, however, places a whole new set of demands on the incumbent Enterprise technology estate, often stretching too far for systems that are not equipped to meet these modern challenges.

Digital Platforms Are Transforming the Consumer Experience, but Enterprise BSS Is Stuck in the Past

Enterprise customers are served by back office, batch-oriented metering systems that are little changed since they were introduced **over 20 years ago**, resulting in slow manual processes that are out of view of the end user, leading to:

- ◆ Time lag between employee usage and Enterprise visibility
- ◆ A continuous cycle of unexpected charges, queries and disputes
- ◆ Escalations, credit write-offs and dissatisfied customers



In Today's Digital World, the Enterprise Experience Needs an Upgrade



Allow customers visibility and control of their usage and spend



Eliminate process inefficiencies that lead to customer dissatisfaction



Grow customer loyalty with innovative offerings built on a digital customer experience



The Benefits of a Modern User Experience

Digital platforms are changing the user experience with user-friendly self-care apps delivering rich functionality.

Digital consumers can perform tasks such as usage and spend management, and update and customize their accounts without the frustrations associated with traditional channels. While improving user experience, these digital capabilities drive operating efficiencies in the form of a lower cost to serve.



Provide Cost Management in Real-Time

Tracking and managing contracts is a headache for Enterprises and labor intensive for operators. Providing Enterprises access to a real-time cost management capability that facilitates pre-emptive spend control enables:



Less Bad Debt

A significantly lower amount of bad debt as a result of customer disputes



Reduced Expenditures

Reduction in operational expenditures relating to contract reconciliation



Satisfied Customers

Customer satisfaction through on-demand visibility and control



Let Enterprises Self-Manage Their Complex Structures

Why It's Complicated

Empowering Enterprises to have on-demand control over their organizational structures is multifaceted. Transactions carried out by a single employee can frequently have a domino effect on others in the organization. Enterprises also often have thousands of employees organized over multiple hierarchies.

Why It's Needed

Though complex, hierarchies are important control mechanisms as they reflect organizational structures and dictate criteria such as account privileges and threshold requirements for employees. These hierarchies can evolve quickly and need to be updated frequently as users move departments, new departments are created and other changes reflect growth or contraction.

Giving customers modern controls to manage these updates improves business agility for customers and operators, while reducing the overhead of performing these updates manually.

What Systems Must Deliver

Legacy batch-based systems cater to Enterprise structures via manual, time-consuming processes that do not meet customer requirements. A digital offering for Enterprise means operators must deliver on-demand hierarchy control to meet business agility requirements and, in turn, reduce the administrative overhead for both themselves and the business they serve.



Accurate Forecasts and Pre-Emptive Control

Accurate budget forecasting is a vital part of running a successful business. Financial controllers customarily set and monitor expenditures and have the tools to ensure that departments don't exceed budgets without prior approval.

The Problem

Telco bills have traditionally been a challenge for finance controllers due to long delays between usage and invoice visibility. Employees can run up large unexpected charges, for example, by using data roaming, which may go unnoticed by managers until a statement arrives.

Proposed Solutions

Real-time Enterprise dashboards, configurable spend controls and notifications allow financial controllers and business owners to prevent overruns, accurately forecast monthly bills and monitor trends. Enabling customers to have such a level of predictability and control builds trust and confidence, which in turn can facilitate customer spend.



Real-Time IoT Connectivity Management

As with other services, Enterprise customers need an agile and efficient way to manage their connected device offerings, with transparent access on-demand to relevant network status, service settings, usage and price plans. IoT business administrators may also need to be able to share services, set limits, enforce policies and configure notification thresholds across multiple devices.

On-demand control over IoT devices enables:

- ◆ Pro-active connectivity management, and real-time status transparency
- ◆ Self-serve capabilities, reducing dependence on operator support teams
- ◆ Flexible IoT business models

Operators should have the ability to manage IoT connectivity through the same platform as other Enterprise services, allowing coherent management and monetization of the entire Enterprise offer.



Monetizing the 5G Opportunity

For Telcos, 5G will bring about a new era of Enterprise opportunity. From highly targeted and bespoke 'network of one' offerings to key verticals using network slicing, to mission-critical, ultra-reliable, low latency communications for industry 4.0 applications.

A new and highly flexible managed service opportunity is emerging.

That flexibility and agility combined with the increasing current need for digital Enterprise capabilities means that the opportunity will increasingly be digitally-led. Monetizing such a complex, agile and dynamic environment is beyond legacy telecom IT systems and demands a fresh, holistic and silo-free approach for the full opportunity to be realized.

One network. All services. A single platform for monetization.



MATRIXX Digital Monetization for Enterprise

Enabling Real-Time Digital Controls Over Your Enterprise Services



Enterprise Management

Digital controls to track usage, control services and manage complex hierarchies instantaneously



Spend Control

Usage dashboards for financial controllers to track employee spend in real-time and monitor trends



Enterprise Marketplace

Auxiliary purchases based on account eligibility available on-demand via a cost-efficient digital channel



Strategic Solution

Built on a configurable and highly performant core, supporting existing, new and emerging services



Fast Track via an MVP Project

Multi-year IT projects that produce limited tangible benefits are a thing of the past. Via an approach built on providing a Minimum Viable Product (MVP), MATRXXX can deliver the vital components of our solution and demonstrate business impact quickly.

Key Aspects of a Typical MVP

PROPOSITION

Real-time Enterprise control that empowers customers and dramatically reduces the impact on customers and operator teams

SOLUTION INTEGRATION

Minimal impact on existing systems via an overlay approach

PEOPLE

A MATRXXX team working alongside an internal team with executive sponsorship

The Benefits of an MVP Program

An MVP program can bring to market a defined set of digital services within a period of months. Following the launch of the platform, further iterations can be run to extend platform functionality, culminating in the retirement of principal legacy systems rendered obsolete by a comprehensive set of digital capabilities.





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.

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