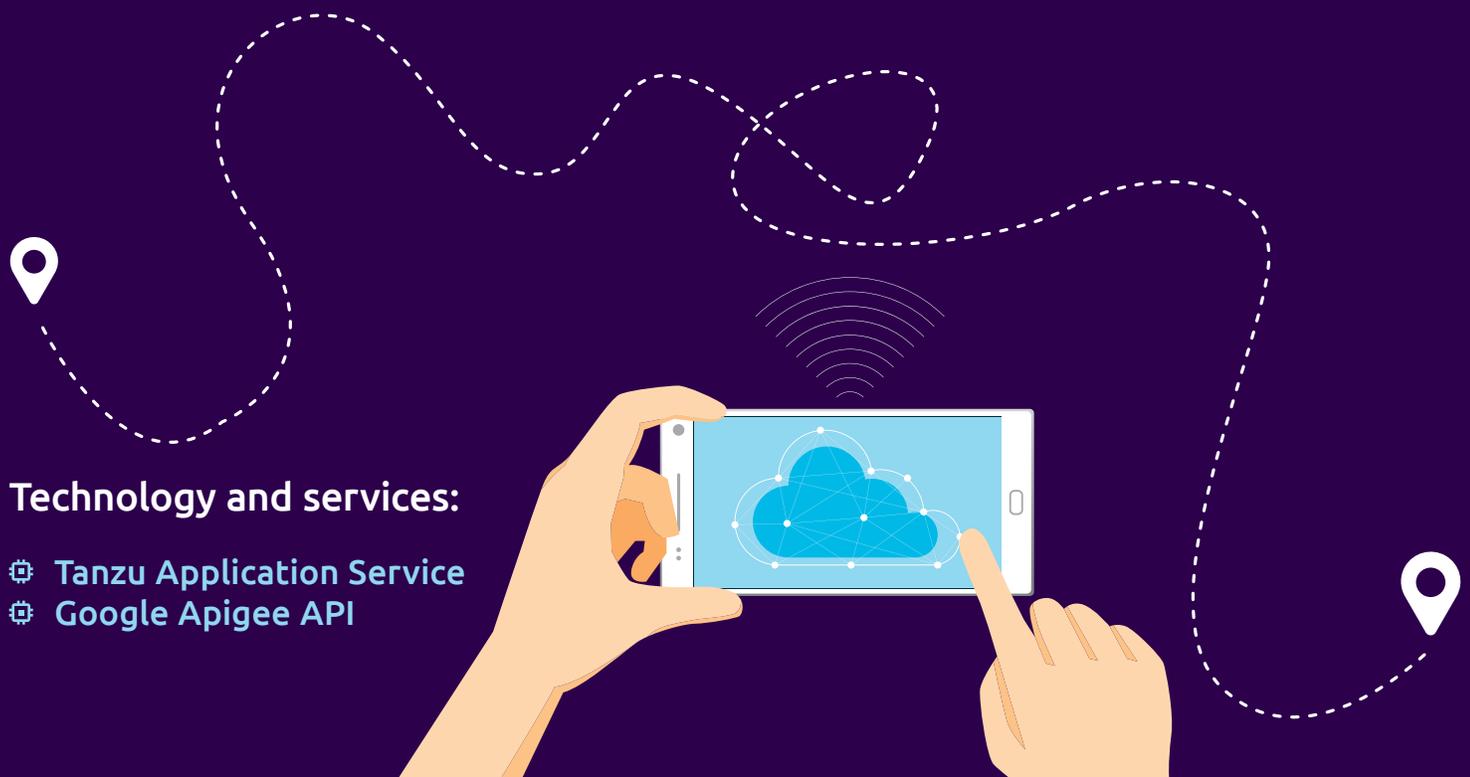# Capgemini

Improving customer experience
by transforming wireless billing

Cloud-based platform delivers agility at scale to streamline and simplify

Industry: **Telcom**
Region: **North America**

Business need:

- Wireless carrier needed to update its legacy billing processes and systems to create a better customer experience. The goal was to deliver an improved interface with real-time updates.

- Legacy processes and systems had limitations, including long development and delivery times, that could not move at the speed of business

- Company wanted to leverage a cloud-native approach and continuous integration and delivery to accelerate release cycles that could deliver new capabilities and features for billing

- Needed to improve the quality of data collection and streaming correlation

Technology and services:

- **Tanzu Application Service**
- **Google Apigee API**

Solution:

- Partnered with Capgemini to transform the billing domain

- Created a billing strategy focused on cloud-based microservices and APIs, product backlogs, agile programs and services, continuous delivery, integration, testing transformation, and platform enablement

- Implemented a sprint-as-a-service model with integrated Tanzu Application Service, Google Apigee API, and DevOps

- Implemented the transformation from a traditional billing server-based architecture to a microservices-based architecture

- Operationalized cloud-managed services (AppsOps) for service assurance, DevOps, and real-time monitoring driven by service-level metrics

- Transformed organizational team by consolidating development and operations resources

Results:

- Wireless carrier was able to reduce end-to-end billing domain delivery timeframes from months or weeks to days

- Developed an agnostic billing system of record so the company can replace any underlying billing systems

- Cloud-native architecture simplified billing-services implementations and reduced the manual steps from baseline by 25 percent

- Enabled DevOps and platform-as-a-service for faster and automated delivery of billing

- Cloud-native strategy will positively impact other billing areas, including product catalog, product decision, and discount function

About Capgemini

Capgemini is a global leader in consulting, digital transformation, technology, and engineering services. The Group is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. A responsible and multicultural company of 265,000 people in nearly 50 countries, Capgemini's purpose is to unleash human energy through technology for an inclusive and sustainable future. With Altran, the Group reported 2019 combined global revenues of $20 billion.

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Note: current conversion is €1 to $1.18 (8/15/20)