

Press information
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Two MTN countries to use Managed Operations to operate their systems from Seamless

Many mobile operators look at outsourcing the management of their systems to take advantage of lower costs through scale advantages and the good availability of high level expertise. Following the orders of Managed Operations for Seamless systems at MTN operations in Congo and Afghanistan, the MTN Group is considering to add Managed Operations to the Group Frame Agreement. This implies that when Seamless delivers an ERS 360° system, it is run with Managed Operations.

"Seamless is keen on meeting up with the developing demands of the market" says George Nassif, CIO, MTN Afghanistan. "Our experience from working with Seamless is all through very positive, their software is well proven and reliable. The Managed Operations from Seamless becomes very favourable for us when it comes to managing, operating and maintaining a platform that let our subscribers earn airtime from a peer, buy airtime from a retailer and Top Up using electronic vouchers. The subscriber can also, through USSD menu, select his preferred tariff plan or add the service offering promotion he desires (SCIMA)" continues George Nassif and finishes "We came to the conclusion that with Managed Operations we would accomplish a cost saving and ensure competence in operation and maintenance. It's not only about staff being with us or Seamless, we felt confident with the high availability through remote connectivity of Managed Operations in combination with planned on-site presence"

The business area Managed Operations is expected to grow significantly as mobile operators focus on their business of attaining larger subscriber bases and offering services to their subscribers with short time-to-market.

"When we set-up the Managed Operations at a customer site we have three keywords: Proactive, transparent and immediate" says Danijela Kostic, head of Managed Operations at Seamless. "Proactive is about monitoring, foreseeing and taking action to avoid problems. Transparency is close co-operation with the customer to ensure they always know what's going on with their system and to see the value of the service" continues Danijela Kostic and finishes "Immediate is the most important, we have short response times to protect our customers business".

Seamless contact info:

Joakim Nordblom, Communications Manager
Direct +468 5648 7819, mobile +4670 541 3000
E-mail joakim.nordblom@seamless.se
Certified Advisor: Evli Bank Plc Stockholm, +468 407 8000

