NEWCON implements Intercarrier- & Wholesale-Billing Solution for Swisscom

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Swisscom, Switzerland's leading telecom provider, with 5.8 million mobile and around 1.6 million broadband connections, has searched for a next generation, cost efficient and flexible Intercarrier – & Wholesale- Billing Solution in order to improve its competitive position on the national- and international- Telecom market. NEWCON Ltd. has scoured with it's over years improved Next Generation Intercarrier- & Wholesale- Billing Solution. The Next Generation Intercarrier- & Wholesale- Billing Solution has been implemented with a target to reduce the total cost of ownership for billing service by more than 20%. Thanks to NEWCON´s long-time experience as service integrator focused mainly on Telco Industry, heavily investing in from Telco's required "Next Generation" Services accordingly to the ongoing and rapid changes in that industry. With this solution NEWCON supports Swisscom to strengthen the positioning of Swisscom to be one of the most competitive Telco's in the European Market.

Swisscom is Switzerland's leading telecoms provider, with around 5.8 million mobile customers, 421,010 Swisscom TV customers and 1.6 million broadband connections (retail). In 2010 the company's 19,547-strong workforce (FTEs) generated revenue of CHF 11.98 billion. Some 805 young people are undertaking traineeships at Swisscom in the fields of IT, telematics, mediamatics, retail and commerce.

Swisscom has a presence throughout Switzerland and offers a full range of products and services for mobile, landline and IP-based voice and data communication. Massive investments in network infrastructure ensure that this will remain the case in the future. With Swisscom TV, customers too have become increasingly aware of the trend towards multimedia.

Swisscom fosters close ties with its target groups – shareholders, employees, suppliers, the public and, above all, its customers. Swisscom offers them
- Everything they need
- Simple, one-stop solutions
- Unbeatable quality and service

With initiatives such as Swisscom Help Point and Internet for Schools, Swisscom is helping to shape the information society in Switzerland. And as a partner of Solar Impulse, the company underlines the commitment to sustainability and innovation.

Project target: Intercarrier- & Wholesale- Billing Solution to improve the competitive position

• Out of date technologies influenced the performance of the systems as well as the time to market (time needed to realise new demands). New services and products were difficult to implement and expensive hardware was needed to mitigate increasing traffic. The outcome of this were the following requirements for a project:
• Improvement of time to market: fast reactions to changed functionalities have to be possible. New services and products should permanently and easily be offered alike.
• Fix line and Mobile convergence to gain operational efficiency over different departments.
• Value Added Services offerings.
• Intelligent Revenue Assurance to guarantee high quality on that business critical revenue streams.
• Use existing Datacenter components (Hardware and Software) including Human Resources to operate and maintain this new solution in a most efficient way.
• Future proven newest state of the art technology

Why NEWCON: future-oriented technology and outstanding experience for the implementation based on references in the European Telco Market

After a one-year intensive vendor selection process NEWCON was invited for the project in November 2010.
Main drivers for the decision to select NEWCON:
• long-time experience and traceable reference customers (leading Telco's) dealing very successful with NEWCON as service integrator and solution provider since many years.
• the future-oriented choice of an integrated Interconnect- & Wholesale- Billing Solution including smart Revenue Assurance parts to minimize the risks of revenue losses due to potential OSS and BSS gaps.
• NEWCON's philosophy of "OSS/BSS Integration" is seen as the right step into a new decade of Telco's way how to design, implement and run core business components.

Bruno Müller, Head of Billing Services Wholesale, confirms: „NEWCON meets our actual and future needs with regards to technology and operational requirements. "On time and above Customer expectations" becomes reality, which means for us, that we will be able to provide our customer services with high quality and efficient processes."
Gerald Haidl, CEO of NEWCON sums up: "First of all we are very proud that Swisscom has selected us as their new partner in an area we have to manage approximately 70% of Swisscom' revenue. We are a partner for Swisscom who proves competence on two levels: strategy and implementation – that means we support our customers from management consulting to service integration. We are aware of the needs of IT, Technology, Sales and Finance. Only with this overall view we are able to meet the objectives of an international major customer as Swisscom."

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