

CASE STUDY:

Tier-1 operator in MEA deploys Totogi Charging-as-a-Service on AWS in **4 weeks** to ensure cost-effective business continuity, and ultimately replace Ericsson charging

Background

This tier-1 in North Africa is a pioneering telecom player in its country, and a subsidiary of one of the biggest telecom networks worldwide, operating in the Middle East and Africa. With a strong focus on innovation and customer satisfaction, this operator has established itself as a key provider of mobile services in the region, serving 23 million customers.

The Challenge

The operator encountered considerable challenges in maintaining uninterrupted service provision during emergency situations, impacting business continuity. It relied on the Ericsson charging engine for both production environment and disaster recovery and operated multiple data centers, which resulted in substantial costs. The team recognized the need to streamline operations and mitigate any revenue risk while minimizing disruptions to the existing IT infrastructure.

The Solution

The operator initially approached Totogi with an aim to explore how a public-cloud based disaster recovery solution could deliver on:



100% Availability



Speed of Execution



Cost-Effectiveness

The executives' objection was to use this solution as an experiment to their ability to work and innovate on the public cloud. However, as the technical assessment progressed, the potential to entirely replace their legacy charging system with Totogi's solution became increasingly apparent.

To execute this transition plan effectively, and gain trust while delivering value, Totogi worked closely with the operator technical and business teams to formulate a comprehensive three-step mitigation plan:

1. Assess a public cloud disaster recovery solution using Totogi's Charging-as-a-Service on AWS
2. Migrate 23 million customers from Ericsson to Totogi's solution, to run both disaster recovery and production environment on AWS
3. Migrate the core network to AWS and integrate it to Totogi building a complete charging and core network site for production as well as for disaster recovery on AWS

The solution harnesses the cutting edge power of the public cloud, with cloud-native architecture, ability to create new tenants in minutes, and 'pay for what you use' business model. With CI/CD and automated testing in place, Totogi ensures continuous feature deployment without the hassle of manual upgrades.

Benefits and outcomes:

Totogi Charging-as-a-Service was live in production in 4 weeks, providing a new charging environment, completely replacing the Ericsson charger, and deployed 100% on AWS.

With Totogi, this tier-1 operator is set to achieve:

- Guaranteed business continuity with a new disaster recovery capability that leverages cloud failover, enhancing customer satisfaction and trust
- Protection against revenue leakage, bolstering financial stability
- The most cost-effective disaster recovery approach, eliminating the need for any on-premise infrastructure investment
- Seamless integration with existing OSS/BSS systems, ensuring minimal subscriber disruption

"As of now, Totogi Charging-as-a-Service is the fastest way we have to protect our revenue, as lack of business continuity means a loss of approx \$12 million USD per week."

- Director of IT and strategy

Totogi's next-gen AI-powered monetization platform empowers modern telcos to foster CUSTOMER LOVE, improve customer experiences and drive new revenue streams. Born natively on the public cloud, Totogi offers a SaaS model that is catalyzing innovation in the telecom industry. Totogi is an Amazon Partner and is available to buy **in the AWS Marketplace**. Learn more at **Totogi.com**.

Contact us via **sales@totogi.com**.