

# MegaFon Unifies 7 Billing Systems with Nexign



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**Sergey Nikiforets**  
Digital Services Director, MegaFon

## The Challenge

MegaFon has always been a trendsetter and a technology pioneer. It was the first company among mobile operators to introduce standards for 3G, 4G, LTE and LTE Advanced.

Today MegaFon is a leading pan-Russian provider of digital opportunities, operating across all segments of the telecommunications market.

In 2009, MegaFon underwent a significant restructuring as part of corporate expansion plans. All branches were combined into a single company, resulting in seven separate billing systems.

Each billing system was customised to meet the requirements of the relevant branch. However, MegaFon's high-end hardware couldn't keep pace with rapid subscriber growth and the creation of new products and services.

**Time to market (TTM)** new products and services is a key differentiator in the telecommunications industry. MegaFon was struggling to ensure a competitive TTM because each branch required a different time period to configure different billing settings.

MegaFon decided to replace the seven billing systems with a new, world-class unified billing system. The goal was to achieve the following strategic initiatives:

- Realise digital and business transformation
- Improve the customer experience and quality of service

**Company:** MegaFon



**Region:** Russia and the Republic of Tajikistan

**Subscribers:** 76 million

**Nexign solution:** Nexign Digital BSS

**Year of deployment:** 2015

## Success Story Summary

Unifying billing systems is always a challenge but try unifying seven different systems across 10,000 kilometres.

MegaFon succeeded with help from Nexign, which developed a unique Nexign Digital BSS solution.



*Thanks to its modular design, this world-class BSS has allowed MegaFon to reduce TTM by a factor of three, improve the customer experience and unify business processes and organisational structures at a federal level.*

**Sergey Nikiforets**  
Digital Services Director,  
MegaFon

- Centralise and accelerate the process of launching new business initiatives
- Create an ecosystem that enables rapid integration of external partners
- Optimise the total cost of ownership (TCO)
- Become technological leaders in the Russian telecommunications

## The Solution

After evaluating several Business Support System (BSS) solutions on the market, MegaFon decided to partner with Nexign to deploy an entirely new, one-of-a-kind billing system.

*"With its ability to support a subscriber base of over 100 million and accommodate complex pricing policies adjustable in real time, the Nexign Digital BSS currently has no equivalents on the market,"* said Sergey Nikiforets, Digital Services Director at MegaFon.

Nexign delivered an end-to-end unified BSS for convergent rating and billing that optimises TCO and fully supports MegaFon's digital transformation. It delivers ultra-high levels of availability, reliability and capacity, thanks to a flexible, distributed architecture based on physical and logical redundancy and load sharing.

This isn't the first time MegaFon and Nexign have worked together. They've collaborated on projects since 1996, making their partnership one of the longest in MegaFon's history.

*"We have a true partnership with Nexign,"* said Andrey Knyazev, Business Systems Director at MegaFon. *"Unlike most projects that have a clear client-vendor relationship, this was a joint project between MegaFon and Nexign—two companies working as one team with one set of goals."*

One of those goals was a smooth implementation.

Nexign's DevOps delivery model and the billing system's distributed architecture allow the system to be updated with no downtime and no impact on subscribers.

The system uses unique, cutting-edge technologies and tools such as Cassandra, CouchBase and Tarantool.

## The Results

**Reduces TTM for new products and services:** Nexign reduced TTM by a factor of three, enabling MegaFon to not only maintain its competitive edge in the industry, but to surge ahead of the pack. Nexign also accelerated integration with business partners and is helping MegaFon build its next-generation product catalog, which simplifies the partner experience for faster deployment.

**Achieves ultra-high levels of availability, reliability and capacity:** To support MegaFon's exponential growth, Nexign developed a flexible and reliable converged billing system that easily supports today's peak load of more than 50,000 charging and policy transactions per second. The system is built on mature components produced by Nexign that have been used in projects all over the world. Modern and aligned with industry standards, the system helps MegaFon increase revenue by creating new capabilities for neat network monetization while keeping the user experience transparent for subscribers.

**Optimises TCO and supports long-term growth:** There is no Russian or global BSS product as multifaceted as MegaFon's. It's the ideal solution for a pan-Russian provider of digital opportunities and a leader in the global telecommunications industry.



*A big benefit of working with Nexign is the delivery method. Implementation occurred in parallel with legacy systems, so business initiatives and subscribers were not affected.*

**Andrey Zhikin**  
Head of Commercial Direction for the Unified Billing Project at MegaFon

## About Nexign

Nexign is a leading Business Support System (BSS) and Internet of Things (IoT) platform provider that has been delivering pragmatic, value-driven solutions focused on customers' total cost of ownership since 1992. As communications service providers become digital service providers, Nexign accelerates their transformation through engineering excellence and agile products and services that facilitate revenue-stream diversification.

Headquartered in St. Petersburg, Russia, Nexign employs 1,800 people worldwide. The company has delivered more than 120 projects across 14 countries and had revenue of \$200 million in 2018.