



Bringing in the
ISP Business Transformation
with Adopt's Cutting-edge
Digital BSS – Ngage

Case Study



Category
'A' ISP

**FTTH Broadband and
Corporate ILL
Subscribers**

Digiway Net is one of the fastest growing ISPs, serving customers on the latest FTTH Technology. Having an all India Unified License (ISP Category 'A'), Digiway Net is leading in providing comprehensive Internet and Broadband services at a very affordable price to Domestic, SME and Corporate customers including dedicated Lease Line for big data transfer and capable of delivering the services in the smallest time frame.



Digiway Net Challenges:

- 1** Lack of automated business processes and difficulty in being truly digital to keep up with the ever expanding network and technology advancements
- 2** Cost of obsolescence impacting adaptability in the market
- 3** Non-convergent, legacy systems with complex integrations with existing IT infrastructure and 3rd Party Applications
- 4** Difficulty in obtaining customer insights due huge data complexity
- 5** Need for customized software platform and thereby expanding business with new business models



Digiway Net Key Requirements:

- 1** Bringing in the change with digitalization and hence giving away the manual processes and legacy systems
- 2** A convergent billing solution that combines ease of use, out-of-the box features and a high level of configurability
- 3** A flexible and centralized catalogue that simplifies the product management
- 4** End-to-end customer lifecycle management for prepaid and postpaid subscribers
- 5** Inventory and partner/reseller management
- 6** Support for broadband PPPoE subscribers, Internet Leased Line corporate/enterprise subscribers
- 7** Google GIS integration for customer lat-long and inventory management
- 8** Mobile app for subscribers and field staff
- 9** Customizable and unified dashboard for monitoring and troubleshooting



Adopt's Solution Key Facts:

Products Supplied:

1. Adopt Digital BSS – Ngage
2. Adopt AAA
3. Adopt Wi-Fi SMP
4. Adopt IWF
5. Advanced Analytics Dashboard (Customer Analytics, System Analytics, Troubleshooting)
6. Customer Self Care Mobile App (Android and iOS)
7. Hardware: Adopt OLTs and Adopt ONTs

Key Use Cases:

FTTH Customers over PPPoE, Corporate/Enterprise Customers over Leased Lines

On-premise High Availability Deployment

Support for Open APIs for Integration

with 3rd Party Applications like e-KYC, Payment Gateway and GIS



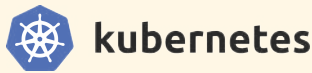
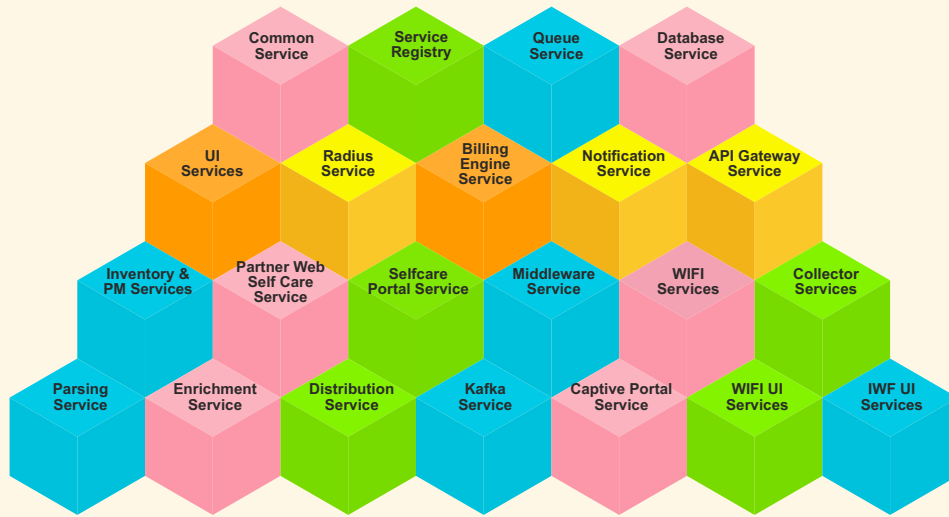
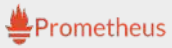
Adopt's Solution and Architecture:

Along with Hardware like OLTs and ONTs, Adopt has deployed its fully microservices-based, dockerized and Kubernetes-enabled on-premise solution in a High Availability (HA) mode for a seamless, highly scalable, reliable and resilient performance.

With support for MVNO and Partner Management, Adopt has integrated its BSS platform with multiple Payment Gateways, e-KYC platform and Google GIS. Adopt has also provided its SMP solution for expanding the Digiway Net's business with Enterprise Wi-Fi and Monetization platform. Adopt IWF is a fully automated software solution that offers the ISPs/Telcos with a web-based system for lawful data traffic interception.

Digital Enterprise Enabler

ANALYSIS



Business Benefits and Impact:

Increased Efficiency, User Satisfaction and New Revenue Opportunities

This major business transformation project has involved extensive technology processes and challenges. The collaborative approach engaged by Adopt and Digiway Net is facilitating the evolution new business models and revenue opportunities together with streamlined digital processes.

- › **Architectural Impact:** The latest and fully microservices and Kubernetes-enabled architecture made the business future-ready to manage high demands of networking and technology advancements
- › **Digitalization:** Fully digital customer onboarding with e-KYC and 360 degree customer lifecycle management along with complete customer self-care for the seamless user experience across various channels
- › **Convergent Billing:** Convergent billing and revenue management solution for various types of services including, but not limited to prepaid, postpaid, voice, triple play, bundled packages, etc.
- › **Faster Time to Market:** Adopt's BSS transformation empowers to push automate workflows and processes where operator can efficiently create, launch, deliver and manage services within hours with the help of centralized product catalogue, order management and service fulfilment processes
- › **Faster and More Precise Analytics:** Easy tracking of number of users, bandwidth control, policy management and reporting of customers, system and troubleshooting with advanced dashboard on a single click
- › **Log Management made Easier:** Capability to filter, analyze and generate reports based on syslogs





Mr. Devyansh Singh
Business Development
Director,
Digiway Net

Due to the complexity of our business, we have a very high expectations from our solution provider. Adopt got us covered in terms of **digitalization** and **latest technology** right where we needed help to get away from the manual processes.

Their expertise and ability to deliver **highly scalable**, quality products and solutions are what we value the most. Digiway Net has complete confidence in Adopt as a provider and in people as team members and professionals in their fields for letting us provide the new business models and the **best customer experience**.

We strongly believe that such efficient and transparent cooperation is beneficial for both parties as we see it as an excellent and exciting opportunity to bring our business relations to a completely new level.



www.adoptnettech.com

Key Differentiation

Simple and Quick Product Installations



Adopt products are designed for quick and effortless installation. It is designed to maximize efficiency for both the installers and end users, and helps in driving down the total cost of ownership (TCO).

On-ground Local Support



Adopt products and solutions are supported by strong on-ground intelligence and support pan India. Our network allows us to understand unground scenarios, regulations and the most efficient way to help you increase the success of your network.

At Adopt, we are helping create the world's most advanced networks through AI, wired & wireless networks, connected devices, cloud and data analytics.

Our people and solutions are at the cutting edge of innovation, helping solve today's problems and anticipating future needs.

Our combined expertise coupled with a young dynamic team allows us to create continuous innovation that is designed, created and manufactured in India for a global marketplace.

Adopt solutions increase user experience, optimise operations and increase profitability by leveraging existing infrastructure and connecting to AI-based Cloud Controller over EDGE. Our solutions ensure that you are always ahead of the curve.

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