



CASE STUDY



How an African Telecom Leader Achieved 16x Subscriber Surge with Comviva's DSDP Solution

The Client

A prominent African telecom giant, stands out as a key player in advancing digital connectivity and transformation across the continent, through a comprehensive range of services and a vast partner network and operates in 19+ countries.



280Mn+ subscribers across Africa



2300+ digital services



\$12Bn+ annual revenue



150Mn+ data subscribers



300+ digital providers as partners



\$1.2Bn+ in annual digital revenue

Challenges



Inefficient and Manual Partner Management

- No tools to manage a large ecosystem of OTT and digital partners
- Lack of transparency and automation leading to large operational overheads



Delayed Time to Market & Limited Scalability

- Heavy reliance on telco operations teams slowed down service launches
- Failure to scale operations and monetize growing base of partners



Integration Roadblocks

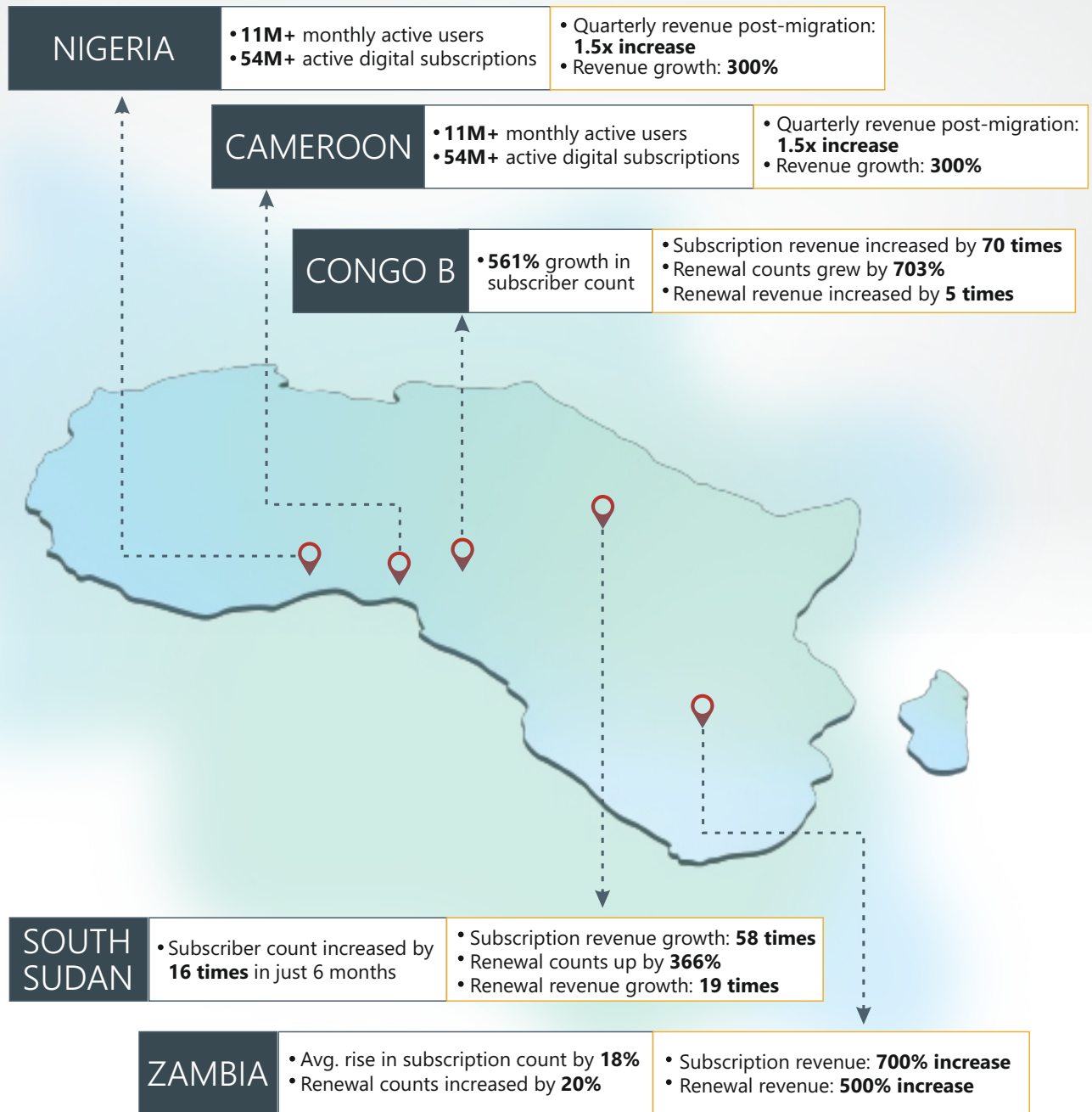
- Slow partner integration process due to lack of standardization and integration tools
- Challenges in achieving cross-partner product bundling



Pillars Driving Growth Story

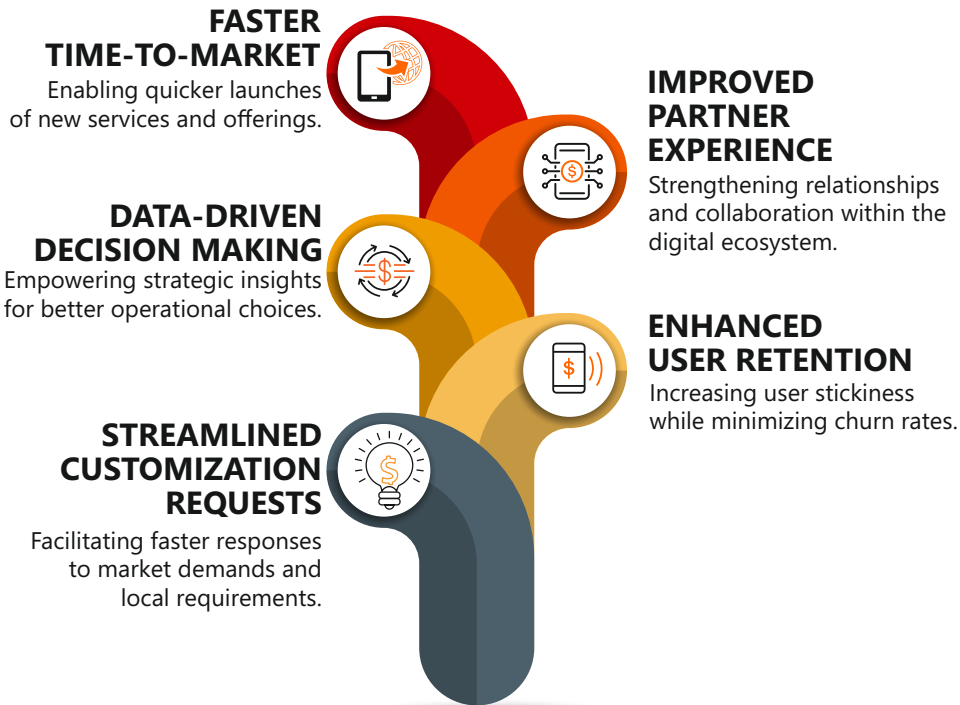
	OBJECTIVE	COMVIVA DELIVERABLES	CLIENT NEEDS ADDRESSED
AUTOMATE & SIMPLIFY	Empower partners and enhance operational efficiency across the digital partner ecosystem	<ul style="list-style-type: none"> • Streamlined processes • Improved partner experience • Quality checks and security 	<ul style="list-style-type: none"> • Market-leading product with strong roadmap • Proven expertise and experience
ACCELERATE TIME-TO-MARKET (TTM)	Introduce flexibility speed up integrations, and reduce technical barriers	<ul style="list-style-type: none"> • Faster Time-To-Market • Quick implementation of customization requests • Data-led decision-making 	<ul style="list-style-type: none"> • Ability to execute transformation across multiple countries • Customization and localization
MODERNIZE WITH AI	Tackle subscription and renewal failures caused by low or no balance through innovative AI solutions	<ul style="list-style-type: none"> • Increased user stickiness • Reduced customer churn 	<ul style="list-style-type: none"> • Not just digitally transform but also AI-native • Train and upskill teams in new processes

Impact



Subscriber Growth
 Revenue Growth

Key Outcomes



The implementation of the **Digital Service Delivery Platform (DSDP)** has driven remarkable growth across diverse regions.

From Nigeria to South Sudan, the DSDP has enabled telecommunications operators to:

- Significantly increase subscriber and renewal counts.
- Achieve extraordinary revenue growth, redefining financial benchmarks across markets.
- Establish a foundation for sustained digital transformation and competitive advantage in the telecom industry.

This data showcases the transformative power of DSDP, positioning our partners at the forefront of the digital revolution in telecommunications.



[Schedule Your Demo Today!](#)

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A TECH MAHINDRA COMPANY

Comviva simplifies business complexity. Our innovative portfolio of digital solutions and platforms brings greater choice, faster time to market and flexibility, to better meet the evolving needs of our customers as they drive growth, transform, and bring efficiency. From maximizing customer lifetime value to enabling large-scale digital transformation, we partner globally with organizations in the communications and financial industry to solve problems fast and transform for tomorrow. Comviva solutions have been deployed by over 130 Communication Services Providers and Financial Institutions in more than 90 countries and have delivered the benefits of digital and mobility to billions of people around the world. Comviva is a completely owned subsidiary of Tech Mahindra and a part of the Mahindra Group.

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