



Adopt is now  
live in Africa...!!

## Case Study



Established in 2017, Blue Crane Communications is a premier Internet Service Provider Network licensed by the Uganda Communications Commission and operational in the Republic of Uganda as well as some parts of East Africa.



## 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

Difficulty in obtaining customer insights due to legacy systems

4

Digitalization to keep up with the ever-expanding network and technology advancements

3

Need for customized software platform and thereby expanding business with new business models



## Key Requirements:

1

### Product Catalog

- › Customizable Product Catalogue with Plans, Different Tax and Charge support, Discounts, and Invoice Generation flexibility

2

### Payment Management

- › Multiple Payment Modes
- › Payment Adjustments with Credit Note

3

### Partner Management

- › Partner Commission and Wallet, different types of Partner Management
- › Bill / Commission Calculations, Generation and Exports

4

### Customer Self Care

- › Customer Portal for Account Insight
- › Customer Wallet for easy Payments and Credit Management

5

### Hotspot Management

- › Free and Paid Wi-Fi subscribers over Captive Portal

6

### Trouble Ticket

- › SLA Management, Escalation Matrix and Ticket Assignment and Management

7

### CRM

- › Complete Customer Lifecycle Management with CRM features
- › Notification Management, and Dunning Rule
- › BNG/BRAS integration with RADIUS

8

### Analytics

- › Customizable Dashboard and Reports for User Analytics and Statistics



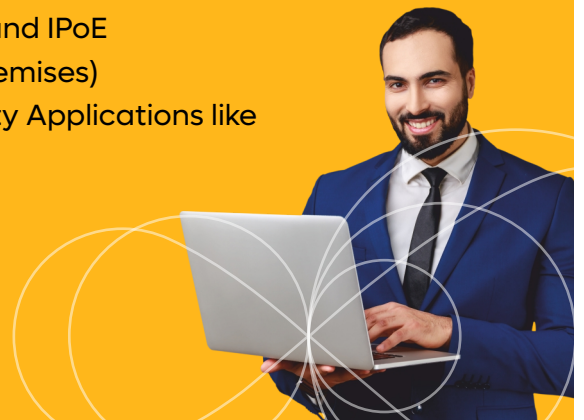
## Adopt's Solution Key Facts:

### Products Supplied:

1. Adopt Converge BSS
2. Adopt Wi-Fi SMP
3. Adopt AAA
4. Adopt Captive Portal
5. Advanced Analytics Dashboard (Customer Analytics, System Analytics, Troubleshooting)

### Key Use Cases:

- › Wi-Fi and Broadband subscribers over PPPoE and IPoE
- › Cloud Deployment (soon to be migrated on-premises)
- › Open APIs support for Integration with 3rd Party Applications like Payment Gateway and SMSC Gateway



## Adopt's Solution and Architecture:

Since, the project had to implemented in remote areas and by technicians with little networking and Wi-Fi technology expertise, Adopt had to design the system which was easy to install, operate and maintain. Adopt has deployed its fully micro-services-based and dockerized on cloud (soon to be on-premises) converged solution in an HA mode for a seamless connectivity and highly scalable, reliable, and resilient performance.

For Partner Management, Adopt has integrated its BSS platform with 3rd Party applications like Payment Gateway Flutterwave and the SMSC Gateway for sending credentials etc.

In addition, Adopt also delivered its Wi-Fi SMP/Captive Portal solution for business development with an integrated solution as an enhanced monetization platform for public Wi-Fi connectivity. Thanks to its vast experience in the Wi-Fi hotspots market and its technical expertise, BCC has chosen Adopt as its technology partner.

## Business Benefits and Impact:

### Increased Efficiency, User Satisfaction and New Revenue Opportunities

This technology transformation project has involved with the collaborative approach engaged by Adopt and BCC. This facilitates the evolution of new business models and revenue opportunities along with streamlined digital processes.

- › **Architectural Impact:** State-of-the-art, fully micro services and docker-based architecture have made the company future-ready to handle the high demands of technological advances and networking.
- › **Digitalization:** full digital client integration and 360-degree client lifecycle management, and comprehensive self-care for a seamless user experience.
- › **Faster Time to Market:** Adopt's Digital BSS - Ngage transformation empowers to push automated processes where the operators can efficiently create, launch, deliver and manage services within hours with the help of centralized product catalogue and service fulfilment processes
- › **Faster and More Precise Analytics:** Extensive reports with easy tracking of the number of users, policy management and reporting of customers, system and troubleshooting with the advanced dashboard on a single click.





[www.adoptnettech.com](http://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.

#### Corporate Office:

**Adopt NetTech Pvt. Ltd.**

A-11 Okhla Industrial Area, Phase-I, New Delhi 110020

#### R&D Centre:

Unit No. OFFICE – 303, Mondeal Height, S.G.Highway, Near Wide Angle Cinema, Ahmedabad, Gujarat

#### Business Enquiry:

[connect@adoptnet.tech](mailto:connect@adoptnet.tech)

#### Branch Office:

Mumbai

