

PEGA BPM solution in plusnet for digital process automation and enhancing customer experience across billing, l2C & T2R modules

Challenges

- Increased competition in the telecom industry leading to falling ARPU.
- On-boarding process which is a current choke point.
- Long call waiting times leading to falling C-SAT.
- Becoming compliant to OFCOM regulations in a timely manner.
- Legacy billing systems, and lack of processes required to track debts in a timely manner.

Solution

- Billing - Using the Pega BPM solution to deliver new business capabilities, wrapped around a flexible billing engine (RBM) to achieve OFCOM compliance.
- L2C - Automation of order placement with Pega Integration to internal supplier systems.
- T2R - Online self service diagnostics using Pega for phone, TV, email and broadband issues.

Value delivered

- Pega health-check obtained a score of 98% and positive feedback with a number of minor recommendations.
- Provisioning (L2C) – L2C acceleration automating 10 provisioning journeys for Plusnet residential, business and JLP customers.
- Billing (Pega) - A Pega digital transformation program migrating 1M+ customers from legacy billing application to Pega and RBM