HYS Enterprise Helps Youfone Cut Down the Billing Process from Two Weeks to Two Days

We developed automated provisioning, billing, and customer care systems to help Youfone improve speed to market, get more customers, and expand their service offerings.

Business Solutions

- Billing and Provisioning
- Business Process Automation
- Client Interfaces
- Customer Success Service
- Maintenance
- System Update

Technologies Used

- .NET
- C#
- MS SQL

Youfone is one of our partners from the telecom industry. They've been working with us for five years.

Read the success story of how we helped Youfone grow their number of customers from 70,000 to 270,000 and extend their services to TV and Internet.

Youfone website interface

About our partner

Youfone is one of the biggest Sim-only mobile virtual network operators and providers of TV and internet services in the Netherlands. Here are some facts about the company:

- Founded in 2008
- Based in Rotterdam, the Netherlands
- Focuses on the Dutch market
- Has over 250,000 customers

About our partner's problem

- Our client's previous development company couldn't cope with the scope of work needed to maintain the service.
- The system wasn't fully automated and a lot of processes were being done manually, which meant the company was wasting time and resources every day.
- Budget calculations and billing for the previous month took up to two weeks.

What our partner needed

Our client's biggest goal was to develop a fully automated system so that billing would take a maximum of two days per month. In addition, they wanted HYS to fix all existing bugs, maintain the system, and develop new features as a long-term development partner.

Methodology and technologies

Methodology: Scrum

Technologies: .NET, C#, MS SQL

What we did

- Rewrote the entire system — all functional modules of the service — one by one since the previous code was unmaintainable and not scalable
- Rewrote the website
- Migrated to another database, increasing performance
- Created a fully automated system
- Developed provisioning, billing, and customer care systems
- Cut down the billing process to two days
- Launched applications for iOS and Android that allow subscribers to keep an eye on their account and billing data, view current expenses in near real-time (use of minutes, text messages, and internet data), review invoices, and check subscription details
- Launched a new MyYoufone portal that helps users control their expenses and manage their mobile numbers, block, resume, change subscriptions, renew contracts, buy extra subscriptions, and activate new Sim

cards
- Launched a risk scoring system for monitoring potential dangers
- Developed provisioning of TV, DSL, and VoIP services

Results and profit for the partner

We completed all the tasks, including setting up new billing and provisioning systems, in six months. After that, we fixed all existing bugs and started developing new features and maintaining the service.

During our work with Youfone, their customer base has grown from 70,000 to 270,000. The company has also extended its offerings to TV and internet services.

We've been working together for five years, but the project is still going!

Book a Meeting With Us

Our managers are here to chat with you live. Or you can book a meeting online or in our Amsterdam office. Let's talk about your projects!

Book a Meeting