

Introduction

Alepo's Digital MVNO-in-a-Box is a comprehensive solution that enables operators to launch and seamlessly manage fully digital MVNO services rapidly. By leveraging a zero-touch, 100% digital approach, it addresses the critical demands of Gen Z consumers who expect immediacy, convenience, and digital-first interactions. With its integrated BSS and core network functions, AI-powered customer experience, accelerated deployment model, advanced data analytics, and deep customer insights, the solution equips MVNOs with everything needed to successfully roll out innovative digital services under distinct brand identities.

“We've reimaged the subscriber experience with 100% digital self-serve model. Alepo's zero-touch platform has helped us innovate our offerings while also maximizing our monetization capabilities.”

Doug Burnett,
President and CEO, SaskTel

Core Capabilities



Zero-Touch Network Operations

From customer onboarding with eKYC, instant network provisioning, and service activation to automated billing and customer service through advanced generative AI customer care, Alepo ensures entirely digital, seamless, and hands-off operations that significantly enhance efficiency and drastically reduce operational costs.



Comprehensive Digital BSS Suite

Includes pre-integrated BSS functions such as CRM, product catalog, order management, billing, and advanced analytics. This suite enables effectively managing multiple brands with tailored offerings. Also includes self-service account management, real-time rating and charging, ensuring service differentiation and operational efficiency.



All Digital Customer Experience

Delivers a personalized customer journey across digital channels and mobile apps, meeting the expectations of a generation that values speed, convenience, and digital interaction.



eSIM Activation and Self-Management

Seamlessly integrates eSIM activation within mobile apps, enabling a fully digital customer journey from enrolment through to comprehensive, efficient self-care management.



AI-Powered Virtual Agent

Leverages cutting-edge generative AI to provide virtual customer service agents. These advanced AI agents are designed to deliver human-like, personalized, efficient customer service and support across various channels, improving engagement and satisfaction.



Converged Network Core

Includes crucial network functions like policy control, subscriber management, and online charging system. Supports voice, messaging, data, and content services across 3G, 4G, 5G, WiFi, and IMS networks. Reduces TCO through network functions virtualization.



Affiliate and Reseller Management

Onboards new customers through integrated mobile and web mPOS applications. Enables affiliates to acquire customers, activate service, handle payments, perform recharges, and address queries. Offers commissions and incentives to engage affiliate networks. Expands reach by enabling affiliates and resellers to target semi-urban and rural markets cost-effectively.



Advanced Data Analytics and Machine Learning

Analyzes customer behaviors, preferences, and patterns. Provides actionable insights for crafting highly personalized services and finely targeted, effective marketing campaigns. Supports informed data-driven decisions for operational efficiency and strategic market positioning. Drives a significant competitive advantage through customer intelligence and analysis.



Prepaid Time-to-Market

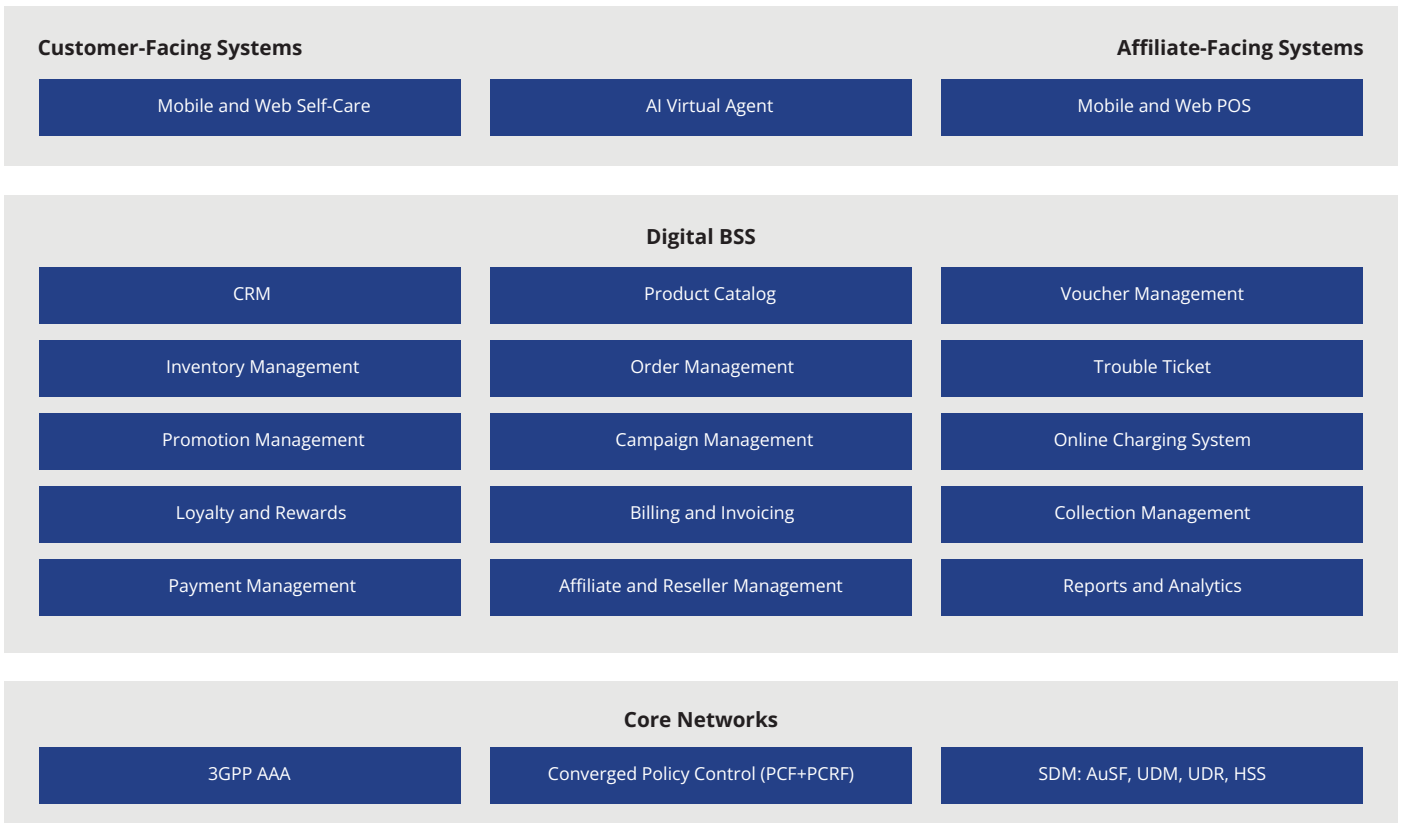
Facilitates comprehensive prepaid account management, including top-ups, balance tracking, usage quotas, auto recharge, and real-time online rating and charging, enabling accurate real-time billing. Offers, promotions, and rewards drive prepaid user engagement and satisfaction.



Managed Services

Alepo offers a range of services such as customization, integration, accelerated deployment, and comprehensive 24x7 support. Managed service operations (MSO) provide specialized staffing solutions, ensuring smooth MVNO deployment, rapid scalability, and operational excellence.





Key Benefits

- Accelerates time-to-market:** Helps launch digital brands in weeks by leveraging pre-integrated suites.
- Improves cost savings:** The zero-touch, fully digital approach eliminates the need for retail operations and call centers, drastically reducing operational costs versus traditional MVNOs.
- Enhances CX:** Delivers personalized, omnichannel self-service powered by Generative AI.
- Meets Gen Z expectations:** The 100% digital experience helps cater to the digital-native Gen Z demographics.
- Increases market reach:** Enables affiliates and resellers to engage untapped semi-urban and rural markets.
- Monetizes services:** Supports rollout of tailored prepaid and postpaid offerings.
- Future-proofs investment:** Scales on demand to support additional digital brands and services.



Why Alepo

Alepo's Digital MVNO-in-a-Box stands at the forefront of digital transformation, providing operators with a robust and agile platform designed to seize market opportunities by launching specialized digital offerings. This comprehensive solution empowers operators to introduce new brands tailored to diverse customer segments quickly. By significantly accelerating time-to-market, delivering unparalleled customer experiences, and broadening market reach, Alepo ensures that operators are not just equipped to launch digital brands successfully but are also perfectly positioned to adapt and thrive in a rapidly evolving telecom landscape. With Alepo, operators gain a strategic partner in innovation, enabling them to stay ahead of the curve and continuously meet the dynamic needs of their customers.



Helps launch digital brand in weeks

Pre-integrated comprehensive suite drastically reduces time-to-market and operational complexities.



Integrates AI customer experience suite

Personalized, AI-powered omnichannel services and virtual agents enhance engagement and brand loyalty.



Offers unmatched scalability

Swift expansion and customization of services to meet evolving market needs and customer preferences.

