

## Mobile Number Portability

Ushacomm recently deployed a USSD based Self-care solution for a West African international multi-play operator. The solution has helped the client enhance end-user experience and improve customer satisfaction, while reducing operational costs.

The advent of non-voice services has compelled mobile operators to upgrade their technology and service offerings to secure their competitive advantage. A large part of the mobile handset pie still consists of basic handset users in the developing markets, and a USSD based self-care solution is best fit for tapping this particular segment.

The solution is a high speed interactive communication platform compatible with all GSM handsets, connecting mobile operators' USSD gateway platform and the subscribers' handsets. The solution now helps the end-users to view billed & unbilled amounts, plan details, make payments for post-paid bills, top-up for advance paid / add-on services or bundles and so on. There are a host of new features for the Dealers as well, including port-in and service registration, number booking and much more.

This self-care platform is an addition to the existing Web based Self Care and Dealer Care options already deployed and have been introduced for the benefit of basic handset users.



Ushacomm is the Telecom Solutions brand of Usha Martin Technologies. A global OSS/BSS provider with more than 55 installations worldwide, Ushacomm has vast experiences in developing, consulting, implementing & maintaining high end IT solutions for the Telecom Industry.