CASE STUDY:

Zain Sudan implements Totogi Charging-as-a-Service on AWS in just 18 days to enhance business continuity and replace Ericsson

Background

Zain Sudan is the pioneering telecom player in Sudan and a subsidiary of Zain Group, a leading mobile and data services operator in the Middle East and North Africa. With a strong focus on innovation and customer satisfaction, Zain Sudan serves 23 million customers, establishing itself as a key mobile services provider in the region.

The Challenge

Zain Sudan faced a <u>critical challenge during a period of civil unrest</u>. The operator was unable to restore service due to lost connectivity with its on-premise Ericsson charging system. This highlighted the vulnerabilities in their existing infrastructure, including high costs for disaster recovery and limited flexibility. Zain needed a solution that could rapidly restore services, ensure business continuity, and significantly reduce operational costs, all while maintaining compliance with local regulations in a volatile environment.

The Solution

The operator initially approached Totogi to explore how a public cloud-based disaster recovery solution could meet its specific needs.

100% Availability   **Speed of Execution**   **Lowest TCO**

The executives initially explored Totogi's solution to gauge its capability to innovate using the public cloud. However, as the technical assessment advanced, it became clear that Totogi's solution could potentially replace their existing legacy charging system. To effectively manage this transition and build trust while delivering value, Totogi collaborated closely with Zain's technical and business teams to develop a comprehensive three-step mitigation plan:

1. Assess Totogi's Charging-as-a-Service on AWS as a public cloud disaster recovery solution.
2. Migrate 23 million customers from Ericsson to Totogi's solution, utilizing AWS to manage both the disaster recovery and production environments.
3. Transition the core network to AWS and integrate it with Totogi, establishing a comprehensive charging and core network site for both production and disaster recovery on AWS.

The solution leverages the advanced capabilities of the public cloud with its cloud-native architecture, enabling the creation of new tenants in minutes and a 'pay for what you use' business model. With CI/CD and automated testing frameworks in place, Totogi ensures seamless, continuous feature deployment without the need for manual upgrades.

Benefits and outcomes:

Totogi Charging-as-a-Service went live in just 18 days, establishing a new charging environment that completely replaced the Ericsson system and was fully deployed on AWS.

With Totogi, Zain Sudan is positioned to achieve:

- Guaranteed business continuity through new disaster recovery capabilities using public cloud failover, which enhances customer satisfaction and trust.

- Protection against revenue leakage, supporting financial stability.

- The most cost-effective disaster recovery approach, eliminating the need for on-premise infrastructure investments.

- Seamless integration with existing OSS/BSS systems, minimizing subscriber disruption.

"Partnering with Totogi allowed us to not only navigate this crisis but also emerge stronger, keeping our customers connected and operations uninterrupted. Totogi's innovative technology, combined with an unwavering commitment from their team, has been pivotal in connecting people across Sudan when they needed it the most."

CTO, Zain.

About Totogi: Totogi's next-gen AI-powered monetization platform empowers modern telcos to foster CUSTOMER LOVE, improve customer experiences and drive new revenue streams. Born natively on the public cloud, Totogi offers a SaaS model that is catalyzing innovation in the telecom industry. Totogi is an Amazon Partner and is available to buy in the **AWS Marketplace.** Learn more at **Totogi.com.**

Contact us via **sales@totogi.com.**

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