



# Overview

# Digital Transformation

## Corporate Information .

·MVNO Worx is an experienced consulting firm with a Global footprint. We provide consultancy service for MVNO's, Telecom Operators, Broadcasters, Governments, and Investment firms.

·Office: South Africa- Gauteng, Botswana,USA-Atlanta

·Company Type: Company Limited

·BBBEE: Level 1

·Geographic Scope: Africa



# Executive Team

## Who We are

MVNO Worx is a mobile virtual network enabler that offers a unique and Step by step Go-To-Market framework for MVNOs is a modular suite of end-to-end support services flexible engagement models agnostic approach , that benefits our clients in making key strategic and operational decisions.

Our Focus Territory :

Africa

Our Service Offering:

Strategy

Operational Management

Delivery

Platform and Infrastructure

Advisory Services

Communications in Africa-SADC



**Karmanie Naidoo**  
Chief Executive Officer



**Greg Brophy**  
Board Member



**Waheed Adam**  
SA Director



**David Cox**  
USA Director and Board Member



Endorsement : Thought Leadership

Active Industry participation



## WHAT WE DO

We assist private and public sector clients in their decision making through market insights, experience and technical skills. Our clients includes: Governments, Regulators, Telecom operators, MVNO's, Investment firms, Device manufacturers, Service providers, Media & Broadcasting companies.



## HOW

We approach engagements from a commercial perspective, with the aim of adding significant value to your business by identifying and pursuing: growth opportunities, create products, services, and businesses that improve the efficiency, productivity, and profitability of your business.

# WE BRIDGE THE GAP AND CREATE A TRUE WIN-WIN

In our experience, companies who wish to extend their brand, service or customer base into offering mobile services as an MVNO, are often blocked by the challenges on how to set up and successfully operate an MVNO.

On the other hand, mobile network operators, understand that they can gain profitable growth by adding valuable traffic to their network through MVNOs, but are challenged with how to implement this practically.



# Advisory

Agnostic  
Approach: We  
add significant  
value to our  
clients by  
combining our  
Market  
Expertise with  
Technical Skills  
& Experience

## strategy

Technology Strategy

Market Entry Strategy

Vendor Negotiations

Proposition Design

Financial Modelling

## operational management

Technology Outsourcing

Server & Systems Support

End to End Management Services

## delivery

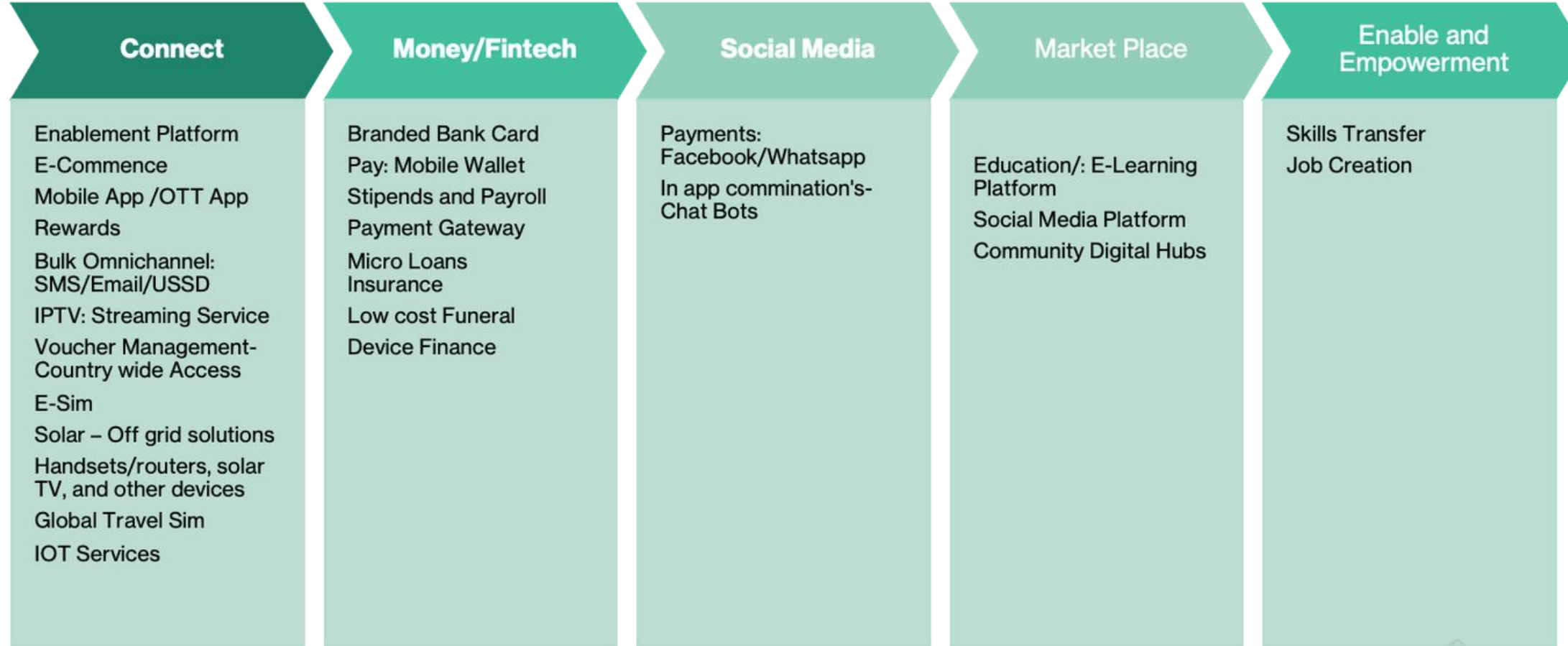
Project Management

Got to Market Planning





# Technology



Devices how you want, when you want

Your SIM is your access, no standard rates or packages



Design your own packages & track your budget usage

A new way to connect

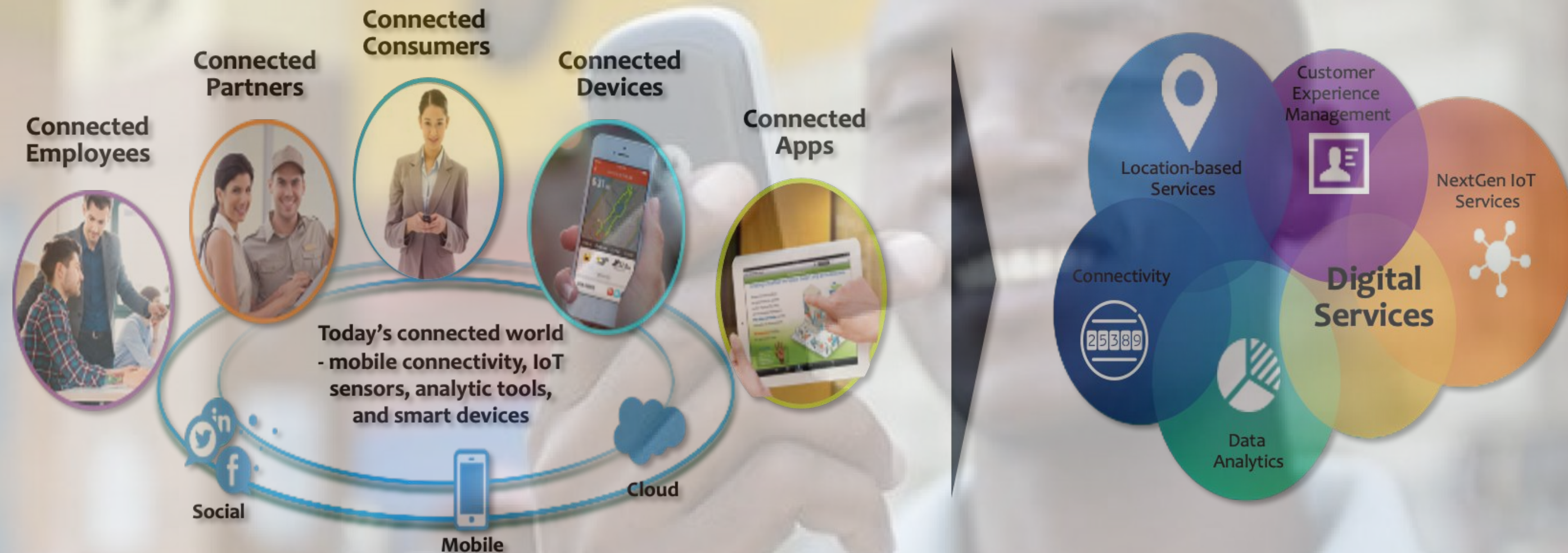
- Our airtime never expires!
- Upgrade when you feel like it!
- No more risk of SIM swop fraud!
- Being a great banking customer reduces the cost of your mobile account!

Complete flexibility & control

## Target Consumer Products







## Connecting the digital Eco-System

**Create value for members through a mobile offering with unique relevant content and community involvement.**

**Comms Strategy ? Fintech play ? Data as a Asset?**

**Let us Help you define new Revenue Streams, Cost Save and Monetize your key Asset:**



# High level Summary: Platform Overview

Technology Stack		
	Customer Channel	Subscriber Portal , corporate portal, dealer portal Whats app, social media, voucher management, Support portals, Omnichannel CPAAS, SMSC, USSD, PABX, IVR/Conversational IVR, mobile app/PWA
	Intergration Layer	MVNo Worx exposes an extensive and rich set of APIs to our MVNO partners to enable all business flows and indeed the MVNO does drive their day-to-day business operations via these APIs.MVNo Worx exposes an extensive and rich set of APIs to our MVNO partners to enable all business flows and indeed the MVNO does drive their day-to-day business operations via these APIs. uses its own read only database without issuing remote API calls to other components.
	Cloud Deployment Architecture	All application components are deployed as Kubernetes containers on cloud infrastructure. This cloud could be either public or private cloud if our deployment architecture can be supported. For this project we will deploy our application components in AWS. The containers utilise a common set of services as Database, event manager, search engine, load balancer and Single Sign On
	CRM	Sim and Inventory Management, < logistics and distribution, Order Management, Subscriber Management, Esim, Customer Care, Ticketing, Business Intelligence
	BSS	Billing and Mediation, Online Charging, network core- OCS, HLR, PCRF , Subscriber Billing, invoicing, ERP, Account Receivable, Dunning, collections, payment and settlements , MNP, Campaign Management, Commission and document management, Loyalty , IPTV, E-Sim
	Sim Technology	SIM Cards (UICC) and eSIMs (eUICC) are available to customers as a part of the platform Service. Platform also supports eSIM through SM DP+ module as part of the stack. The MVNE SIM contains single IMSI or multi-IMSI SIM Profiles
	Core	The platform Service offerings (i.e. Voice, Data, SMS, VMS, USSD) are made available through an extensive Mobile Core infrastructure. This includes PGW/GGSN/PCEF, SBC, SMS-R, DNS, FWs, STP/DRA, IP Core, OCS/PCRF, IN/SCP and provisioning module. IOT Connect, for machine-to-machine connectivity SIM Connect, for mobile user's connectivity MVNE Mobile Network Enablement, for mobile virtual network enablement
	Transport	The IPX is the successor to the earlier GRX, providing QoS aware, secure IP connectivity between the PS networks of different mobile service providers
	Access	MVNO Worx Platform provides a broad range of global Access/Connectivity options for MVNO Worx customers' devices, including access technologies such as 2G, 3G, 4G. The access/connectivity utilized by MVNO Worx Platform are provided through MNO partnership by MVNO worx.
	PAAS Models	1- AppVNO 2- 2- MVNO Lite 3- Full MVNO 4- Hybrid with selected modules (Pay what what you want only- per a module) 5- Just Core Services 6- Just BSS and VAS
	Value Added technology	Auto APN, OTT/VOIP App, IPTV, IOT, Financial Modules, ID Proofing, Churn prediction, specialized off
	Service Assurnace	The MVNO Worx Service Desk acts as a single point of contact for all network or equipment issues and can initiate all maintenance services
	BI	All data created in our MVNO Worx BSS platform is in real-time send to our data lake, using Kafka event manager. This allows us to create reports that are updated in real time. Next to the MVNO Worx BSS data the reporting tool receives CDRs from OCS and the host MNO to provide reconciliation reports

# Overview Cont.

Managed Service		Operations that may be outsourced
	Customer Care	<ul style="list-style-type: none"> <li>Lead Generation</li> <li>2. Turnkey Sales Solutions – FSCA regulated sales enabled</li> <li>3. BPO Outbound Services</li> <li>4. Customer Care Services ( Inbound and outbound)</li> <li>5. Retentions &amp; Affinity Cross-Sell/Upsell</li> <li>6. Dunning and Collections</li> </ul>
	Noc Services	Provide back office for fault management, performance management, software management, configuration management, SIM management, MVNO Worx ' technical support
Advisory		<ul style="list-style-type: none"> <li>• Business case development</li> <li>• Feasibility assessment</li> <li>• Technology assessment's</li> <li>• Financial modelling and Forecasting</li> <li>• Pricing strategy and product development</li> <li>• Market Competitiveness GTM strategy</li> <li>• Customer Segmentation</li> <li>• Market Focus</li> <li>• Regulatory</li> <li>• Primary Research</li> <li>• Thought Leadership</li> <li>• Technology and service benchmarking</li> <li>• Project and program management</li> <li>• Enterprize Development</li> </ul>
Deployment options		MVNO Worx proposes full stack PAAS solution, however, it is modular in nature of deployment, hence, the final architecture and building blocks of the solution can be defined based on granular discussions.
Service Delivery and management		MVNO Worx is recognized as global leader in service life cycle management. We utilize a multi-step process, managed jointly with MNO/MVNO



# Our Value Add

## Rewards

Use our partner network, to offer discounts, cash back and additional value to your subscriber's

## Sales and Support Team

Use our sales force to sell in areas of your choice  
1 500 Agents country wide to support you and your customer

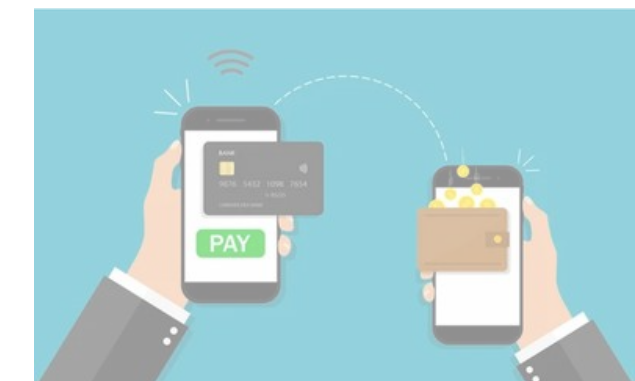
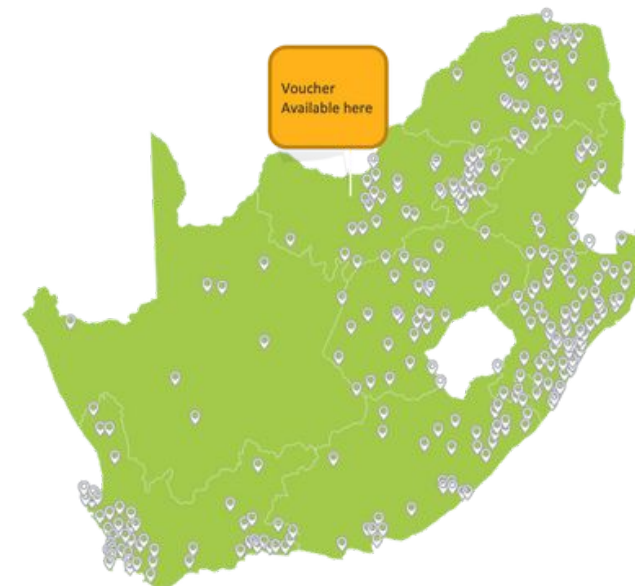
## Distribution

Over 75 000 outlets across South Africa, then use the Payment Pin at the bottom of your till slip to top-up your online accounts.  
Get ready to open your world to the digital world of online.

## Value Added Service

E-Wallet

Medical, Legal, Funeral Cover and services .



# Flexible Options

## Business Consulting

- Business Case Development
- Financial Modeling
- Product Development & Pricing
- Commercial Negotiations with MNO
- Go To Market Strategy

## Network Delivery

- Technical negotiations with MNO
- Project Management
- Hardware & Software Supply
- IOT and ATP testing
- OSS/ BSS Integration and testing
- Service testing
- Handover

## Launch

- Product & Service Creation
- Market competitive Analysis
- Service Launch Support
- Training
- Customer Care support
- Business Monitoring and reporting
- Network Monitoring Services



# Digital Transformation

The process of using new technologies to improve services, customer experience, and business operations

Digital transformation in the telecom industry is a comprehensive process that involves the adoption of

- Digital technologies to improve operations,
- Enhance customer experiences, and
- Create new business models.



Telecom companies are facing increased pressure to modernize in response to competitive pressures, changing customer demands, and technological advancements.

Here's a detailed look at how digital transformation is impacting the telecom sector, more specially the allowing the MVNO Industry to revolutionize.

- 5g:
  - supports innovations in industries like IoT, autonomous vehicles, smart cities, and augmented/virtual reality (AR/VR)
- Cloud and Edge Computing
  - **cloud-based** systems: scalability, flexibility, and cost efficiency
  - Data processing: improves real-time analytics, and enhances the performance of services like IoT, streaming, and gaming
- Automation and AI
  - AI: optimize network performance, predict failures, improve customer service, and drive operational efficiencies
  - **Chatbots** and **virtual assistants** to handle customer service inquiries, troubleshoot issues, and guide customers through troubleshooting steps, improving Customer satisfaction while reducing the need for human agents.
- Customer Experience and Personalization
  - **Omnichannel customer engagement**, which integrates communication channels like mobile apps, web portals, social media, and voice interactions. This enables a seamless customer experience across different touchpoints.
  - Using AI: customized pricing plans or personalized content recommendations, based on customer usage patterns and preferences.
- New Business Models and Services:
  - **Subscription-based services** for value-added services (e.g., cloud storage, cybersecurity, and entertainment bundles). This move to "as-a-service" models allows telecoms to diversify revenue streams beyond traditional voice and data plans.





# Benefits

- **Improved Operational Efficiency:** Automation and cloud services streamline processes, reducing costs and downtime. Moving from manual process to automation, keeping overheads low
- **Better Customer Experience:** Personalized services and omnichannel support improve customer engagement and satisfaction.
- **New Revenue Streams:** Subscription models, IoT, and value-added services create opportunities beyond traditional telecom offerings.
- **Faster Time to Market:** Agile development and cloud infrastructure enable quicker deployment of new services and innovations.
- **Enhanced Network Reliability and Performance:** Real-time analytics and AI-driven monitoring ensure better network performance and proactive issue resolution. Agility: Selecting key technologies that can support this

**As a MVNO, you should be using this innovation to get your value proposition and market positioning correct for the target segment.**





# Use Cases

Wifi /Fiber Enablement  
Solar-Off the grid

Smart Cities, Rural Connectivity-  
Metro connectivity

E-Learning, Smart Devices- 4g, 5g  
connectivity , Sims- mobile subscriptions  
E-Wallets

Sub-Station Monitoring- Smart  
Electricity/water meters, solar, rural  
enablement

## Current Projects








The Village Technician, in the community and serving the community.

Help us make the difference

Move 10 steps forward

By supporting the initiative an seeing ROI



Our ambition extends beyond a singular initiative; we aim to revolutionize philanthropy and socioeconomic development in South Africa. We invite likeminded organizations to join hands with us in creating a scalable, sustainable, and integrated approach that maximizes positive outcomes for both the people and the economy of South Africa.

Together, let us unlock new opportunities, break barriers, and pave the way for a future where every South African has the chance to thrive.

## OUR IMPACT:

Skills

Transfer/Community

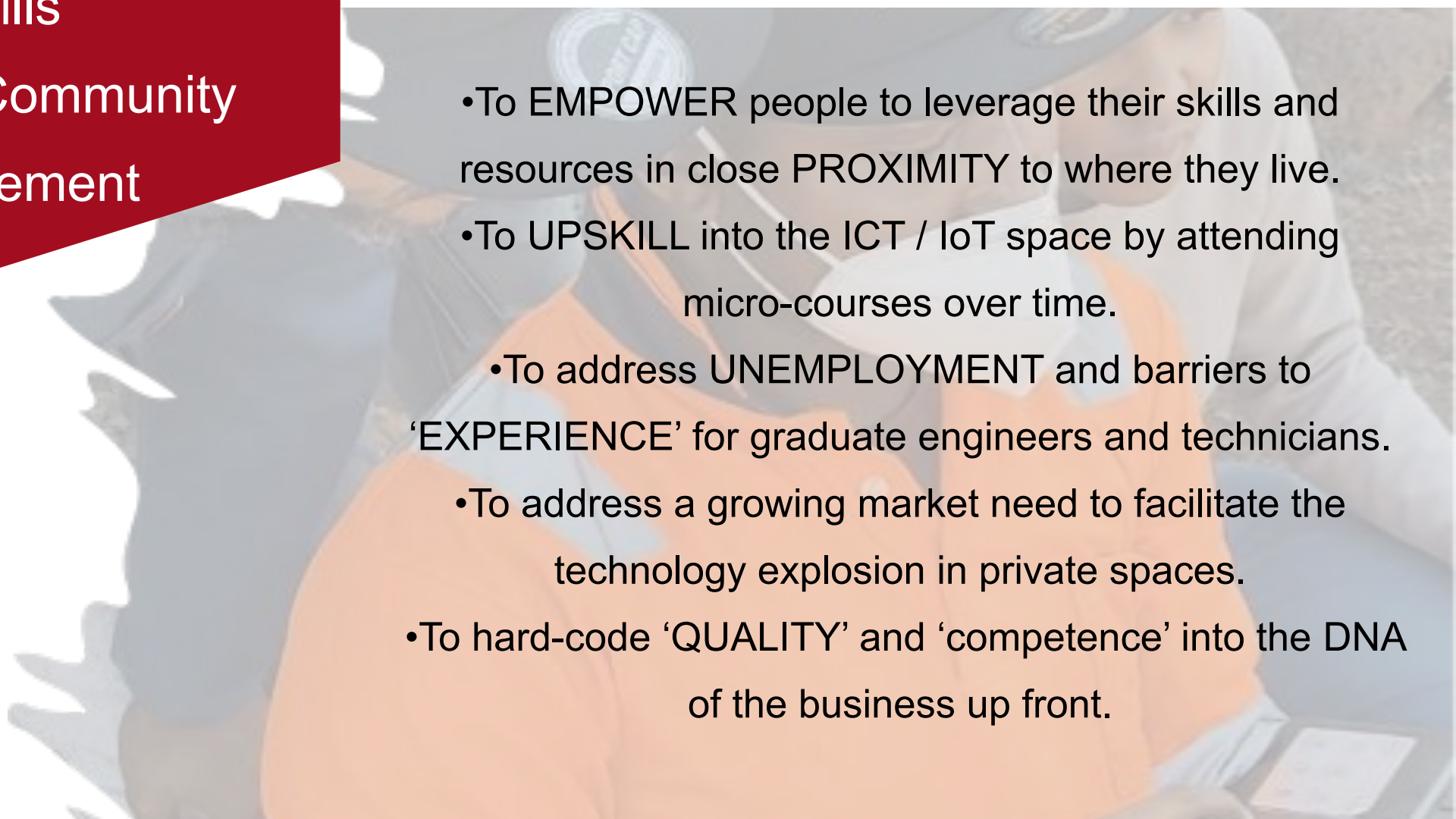
Enablement



Digital hubs are physical spaces with access to superfast broadband alongside communities and business focussed services. They provide digital connectivity, support the development of skills development and encourage the use of emergent digital technologies.

Rural areas have specific challenges, such as a low population density and limited public service provision, that impact how people live and work.

The 4th Industrial Revolution offers further opportunities to transform the way people live and work in rural areas, but without

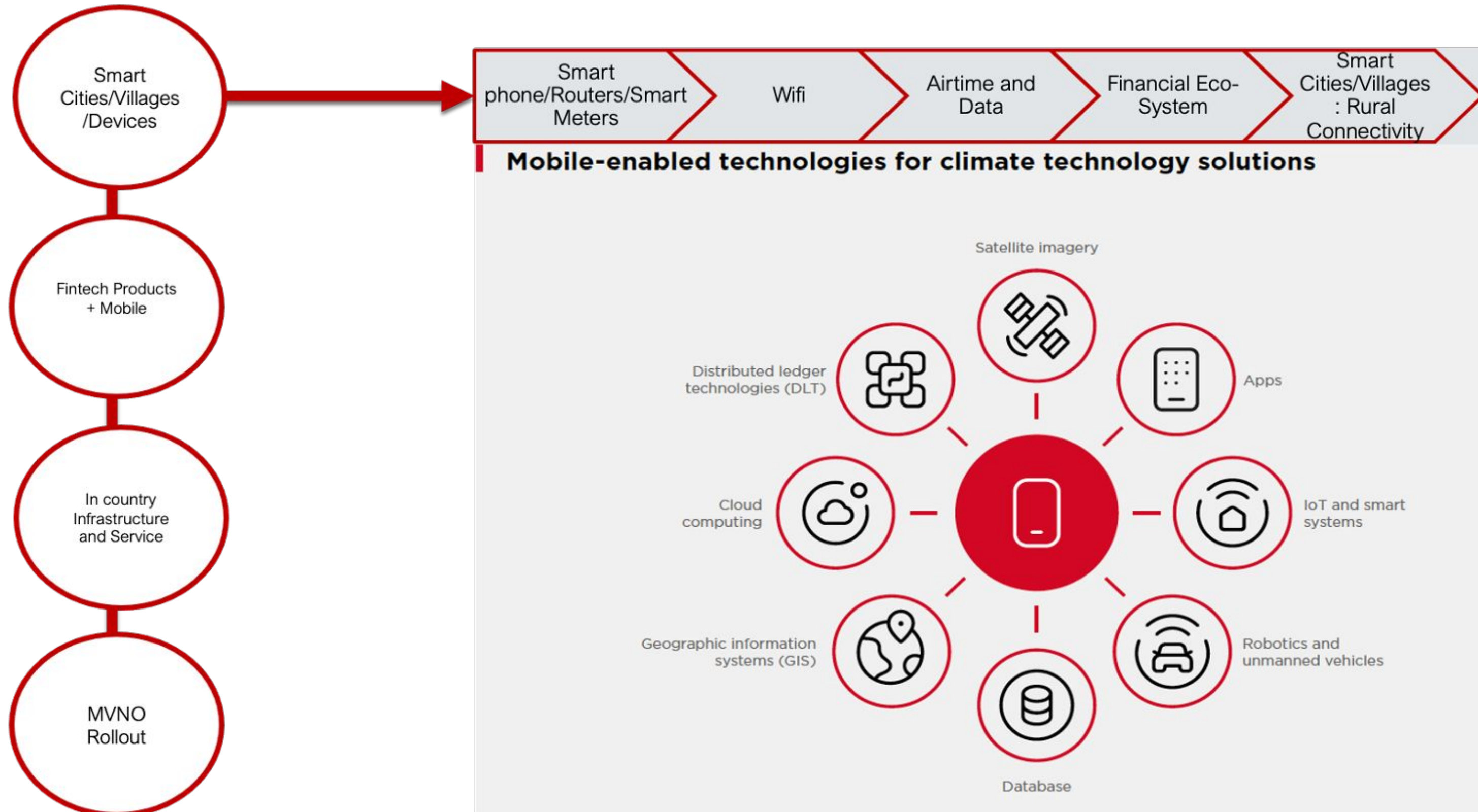
- 
- To EMPOWER people to leverage their skills and resources in close PROXIMITY to where they live.
  - To UPSKILL into the ICT / IoT space by attending micro-courses over time.

- To address UNEMPLOYMENT and barriers to 'EXPERIENCE' for graduate engineers and technicians.
- To address a growing market need to facilitate the technology explosion in private spaces.
- To hard-code 'QUALITY' and 'competence' into the DNA of the business up front.



# HOW?

## ICT ENABLEMENT





# Our Value Offering



Off Grid Solar Solutions: Providing Pre-paid electricity to the community

Connectivity : Wifi, Air Fiber, Fiber, Mobile, LTE Services: Offering E-Learning/Market place to enable verticals like agriculture

Fintech: E-Wallets, Remittances

Social Development: Skills transfer: technicians in telco, electricians, wifi deployments, off grid solar, sales agents, support agents, customer care

Repair and support center : Job creation, where community members can now support and provides services to their own community ie: handset repairs, Router swop outs, testing and refurbished devices, electronic waste



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