Supporting telcos achieve Five 9s availability

From 2G to 5G and beyond

Customer Relationship Management (CRM)

Customer Relationship Management (CRM) for Telcos: R Systems delivers AI-powered CRM solutions that integrate customer data, automate engagement, and optimize customer journeys.

Omnichannel Customer Engagement: Omnichannel platforms, providing seamless customer interactions across web, mobile, call centers, and social channels.

Billing & Revenue Management Solutions: Automated billing solutions with real-time pricing, fraud detection, and AI-based revenue assurance.

Telecom Networks

Network Function Virtualization (NFV): NFV solutions replacing legacy hardware with software-driven virtualized network functions, reducing costs and enhancing agility.

Cloud-Native Network Functions: Cloud-native architectures leveraging microservices and containerization to enable scalable, resilient networks.

Data & Artificial Intelligence

Customer Behavior Analysis & Insights: AI-driven customer behavior analytics to predict churn, personalize offers, and enhance user engagement.

Fraud Detection & Revenue Assurance: Fraud detection powered by machine learning to identify suspicious activities and prevent revenue leakage.

Business Intelligence (BI) & Reporting: Real-time BI dashboards consolidating telecom data for strategic decision-making and operational optimization.

Cloud & Digital Transformation

Cloud-based Telecom BSS/OSS Solutions: Cloud-based BSS/OSS platforms, providing scalability, automation, and enhanced service management capabilities.

Telecom SaaS & PaaS Solutions: SaaS and PaaS solutions designed for rapid deployment and telecom service scalability.

Hybrid Cloud & Multi-Cloud Strategy: Hybrid and multi-cloud solutions ensuring secure, scalable, and high-performance operations.

DevOps & Continuous Integration for Telecom: CI/CD pipelines enabling fast, reliable service deployments and iterative development cycles.

Cloud-native Microservices for Telcos: Microservices-based architectures, allowing modular, scalable, and fault-tolerant service development.

Security & Compliance

Identity & Access Management (IAM): IAM solutions, providing secure authentication, role-based access, and multi-layered security controls.

Compliance with Telecom Regulations: Regulatory compliance frameworks ensuring adherence to telecom industry standards like GDPR and CCPA.

Fraud Management & Revenue Protection: AI-powered fraud prevention and revenue protection tools to minimize risks and enhance financial security.

5G & Edge Computing

Private 5G Network Solutions: Enterprise-focused private 5G networks delivering secure, low-latency, and high-performance connectivity.

Business Support Systems (BSS)

Order Management & Service Provisioning: Automated order management and service provisioning systems improving fulfillment efficiency.

Subscriber Data Management (SDM): Centralized subscriber data management ensuring data accuracy and seamless service delivery.

Partner & Channel Management: Partner ecosystem management solutions optimizing revenue sharing and collaborative opportunities.

Operations Support Systems (OSS)

Service Assurance & Quality of Service (QoS) Monitoring: Real-time QoS monitoring and proactive issue resolution improving network reliability and service uptime.

Monetization & Revenue

Telecom Billing & Rating Systems: Intelligent telecom billing solutions supporting flexible pricing models and real-time charging.

Mobile Wallet & Payment Gateway Solutions: Mobile payment and e-wallet integrations, facilitating seamless transactions in telecom ecosystems.

Subscription & Usage-based Pricing Models: Subscription and usage-based monetization models optimizing revenue generation for telcos.

Advertising & Content Monetization: Targeted advertising and content monetization solutions leveraging customer data analytics.

Communication & Collaboration

Cloud Communication Platforms (CPaaS): Cloud-based CPaaS solutions integrating voice, messaging, and video for seamless communication experiences.

Unified Communications as a Service (UCaaS): Enterprise-grade UCaaS platforms providing cloud-native collaboration and workforce productivity tools.

Contact Center Solutions: Intelligent contact center solutions leveraging AI chatbots, real-time agent assistance, and workflow automation.

VoIP & SIP Trunking Solutions: Cost-efficient VoIP and SIP trunking solutions optimizing call quality and reducing telephony expenses.

AI & Automation

Intelligent Chatbots for Telecom Support: AI-powered chatbots handling customer queries, reducing operational costs, and improving response times.

Managed Services & Consulting

End-to-End Managed Network Services: Fully managed network services, including monitoring, optimization, and security for high-performance networks.

Telecom Business Consulting & Strategy: Strategic consulting for telecom operators optimizing business models, digital transformation, and customer experience.

IT Outsourcing for Telecom Operators: IT outsourcing solutions streamlining telecom operations, reducing costs, and enhancing service quality.

BPO Services for Customer Support: Comprehensive BPO services, optimizing customer support operations and increasing efficiency.