

A Leading West African Operator Selects Covalense Digital for Its BSS Modernisation Programme

Covalense Digital's Csmart Digital BSS platform unifies billing and customer management across consumer and business service portfolio.

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EINPresswire.com/ -- Covalense Digital,
a global digital solutions and
engineering company, has been



selected to deliver a telecom BSS modernisation programme for a leading telecom operator in West Africa. The programme will consolidate the operator's billing and [customer management](#) systems for its consumer and business services portfolio onto a convergent BSS stack, built on the [Csmart Digital BSS](#) platform.

The operator currently runs core commercial functions across disconnected platforms, with billing and collections managed separately and customer information dispersed across multiple systems. The result is a complex journey for agents and customers alike, and limited visibility of the customer relationship. The transformation replaces that estate with one platform and a consolidated 360-degree view of every account.

A diversified portfolio on a single convergent platform

The operator's service portfolio spans mobile, fibre-to-the-home (FTTH) and enterprise services, each supported by its own systems. Covalense Digital is bringing that portfolio onto the Csmart Digital BSS platform, a single environment for customer management and billing rather than a separate system for each line of business. With FTTH in the portfolio, a customer taking both mobile and home broadband is contracted, billed and supported as one relationship, with the operator seeing a single view of the household. The platform extends across the full commercial organisation, from the contact centre and retail network to the indirect channel of partners, resellers and franchisees.

Corporate connectivity, including dedicated and leased line services, is managed alongside

consumer products, together with the operator's digital services portfolio of USSD, short codes and bulk SMS. Business customers are contracted, provisioned, and invoiced for those services through the same channels and billing engine as the rest of their estate.

Billing sits at the core of the programme, spanning customer accounts and balances, rating, invoicing, taxation, receivables, and collections on one platform rather than several. [Csmart iPaaS](#) connects billing and customer management to the operator's provisioning systems, so an order captured by an agent flows through to service activation and invoicing without manual intervention.

For the business, the shift is from manual, fragmented revenue operations to automated billing and collections with full traceability of financial transactions. Contract and order processes are standardised across every channel, complaints and service requests are resolved within defined service levels, and customers can view and settle invoices through a single interface rather than several. A cloud-native deployment model gives the operator the elasticity to scale as its subscriber base and service portfolio grow.

"Operators across Africa are running BSS estates that grew service by service and were never designed to work together, and the cost of that fragmentation shows up in every customer interaction," said Kiran Sundarrajan, Vice President – Sales, Covalense Digital. "Convergence is where the commercial upside sits, and Csmart Digital BSS gives an operator one foundation for billing and customer management, whether the customer is a household on fibre or a business buying connectivity."

The programme is being delivered in partnership with a regional systems integration partner, with Covalense Digital responsible for designing and implementing its flagship Csmart Digital BSS platform. Rollout is phased over the coming months.

About Covalense Digital

At Covalense Digital, we empower telecommunications operators and enterprises to thrive in the AI age. As a global digital engineering company, we deliver AI-first platforms and intelligent engineering services that enable seamless customer journeys — from onboarding to billing to care — powered by agentic AI, cloud-native architecture, and autonomous intelligence.

With two decades of specialisation in digital transformation, we help clients create exceptional customer experiences while unlocking new revenue opportunities. Our mission: to deliver meaningful business value through AI-driven innovation.

Headquartered in Bengaluru, India, with offices across five continents, we forge lasting partnerships with customers worldwide, helping them achieve transformative results through technology excellence.

For more information, please visit <https://covalensedigital.com/>

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