TELEPIN

Solution Brief

Managed Services

Take advantage of our world-class operations and managed services. From platform management to proactive problem resolution, we provide the support you need.

Get visibility into how your applications are behaving with our dashboards, and see at-a-glance analysis anytime. Identify and resolve performance issues before they become major roadblocks. Work with our services team to identify requirements and execute for faster time-to-market, and allow your team to focus on what's important—your business strategy.

World-class operations and maintenance application managed services

We provide our customers with remote and on-site systems engineers capable of managing, monitoring, and adapting our highly configurable platform for optimum health and innovation.

We proactively prevent issues from affecting your business by using state of the art monitoring tools to resolve issues quickly and efficiently before they affect your end-user customer experience. We also support your business in defining additional service offerings that will help to enhance and differentiate your offerings from those of your competitors.

Telepin provides the following Managed Services:

Remote Application Proactive Monitoring Services

The Remote Application Proactive Monitoring Service operates via our centrally managed 24/7 data operations centre. To activate and enable this service with your platform, Telepin interconnects to your environment via a secure virtual private network to the Telepin Network Management System (TNMS). The TNMS is configured to actively monitor the application and can optionally be configured to monitor hardware and virtual environments as well. When an issue is detected, Telepin and/or your operations centre staff is notified to initiate the first level of investigative support activity.

As part of this service, we will implement a series of health checks to detect abnormal conditions of the Telepin platform and a daily status report will be delivered to keep it running optimally.

Application Management Services

Telepin takes complete control of the monitoring and management of the Telepin platform including first level support. This service is offered on long-term agreements with a minimum of a three (3) year term. Application Management Services includes the Remote Application Proactive Monitoring Services as well.

The Application Management Service includes incident handling, problem handling, patch management, configuration management and change management. Telepin ensures proper backups and archives are taken, applications performance tuning, and purging of temporary tables/data and operations.

The service is offered as an 8am to 5pm local time service and managed from one of Telepin's regional centres of excellence. For those environments that require continuous management, Telepin can optionally provide a 24/7 or other custom structured offering using our global and regional operational offices that provide do 24/7 coverage.

Financial Freedom. Anywhere.

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Application Development Management Services

Application Development Management Services offers a portion of the Telepin's professional services team as dedicated to your business and marketing departments. Our team of professionals will focus on solution architecture, confirmation management, and project management and will interface with your demand management, business and marketing groups to increase speed, productivity and flexibility of the application development delivery. To do so Telepin will:

- Categorize application development projects as business configuration, simple, medium, high and complex based on level of effort and duration.

- Manage all activities starting from high level design until deployment of final deliverables on the production environment.

- Set up quarterly reviews of all projects, share the priorities and adapt the resources to the business priorities.

- Fix any bug related to the development for 12 months from production.

This service is offered as a regional 8am to 5pm local time service with a 50% dedicated project manager and solution architect, and a 25% dedicated deployment and operations engineer.

Business and Consultancy Services

How do you get the most out of your business? Let us help you review and evaluate what is working for you now – and how to make it better. It's not just about what to add, but also how to structure the workflow to maximize your revenue.

The Business and Consultancy Service provides a dedicated business analyst/solution architect/O&M (1 hybrid employee or many depending on the need) whereby the Telepin employee is part your team and embedded into your organization. This service helps you to:

- Maximize the full potential of the Telepin platform.

- Scope requirements and look for alternatives for go-to-market accelerators, optimzing revenue.

- Consistently measure the KPI's and growth on the usage of the system, providing insights for optimization and efficiencies.

+256M enabled users — Wherever they live, people need a secure way to save money and pay for everyday goods and services.

+1M merchants deployed — From individual food vendors to multi-location big-box retailers, Telepin connects you—securely—to customers' mobile wallets.

+10B transaction processed — Moving money seamlessly in the most efficient and trusted way—wherever, whenever.

Accelerate your journey to the future of mobile money.

Training

Telepin offers standard platform training and customized workshops depending upon your need and implementation.

About Telepin

Telepin's customer base includes successful deployments with tier-one mobile operators in the Middle East, Africa, and the Americas. With more than 256 million subscribers and more than a million merchants, we have securely processed more than 10 billion transactions—a number that grows daily. Our stable, trusted mobile payment solutions offer mobile operators the most efficient and trusted way to maximize revenue and deliver innovative mobile applications that give financial power to people—whatever their circumstances and location.

Proudly serving 40+ customers around the world, including:

tigo   Digicel   moov no limit   VALYOU

Singtel   etisalat   digi   Telkom