



# VASX

## Company Portfolio

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# About Us

## The stands for innovation.

- Founded 1999 in South Africa and acquired by Lumine Group Feb 2021.
- A trusted partner to telecommunication service providers across Africa and the Caribbean, delivering unparalleled value and competitive advantage.
- Extensive, Modular Product Suite.
- Focused on CRM, Billing and EVM.
- Key success driven by customer's needs and goals .
- Provider of innovative Digital BSS and Voucher Management solutions.
- Focus on our customers' success.

# Our Vision

To be the **leading OSS/BSS and voucher management solution provider** in the continent of Africa, known for **our quality of service, expertise,** and exceptional customer service.

We strive to be **a company that consistently exceeds our clients' expectations,** empowers our employees to achieve their full potential, and contributes positively to the communities in which we operate.



About Us  
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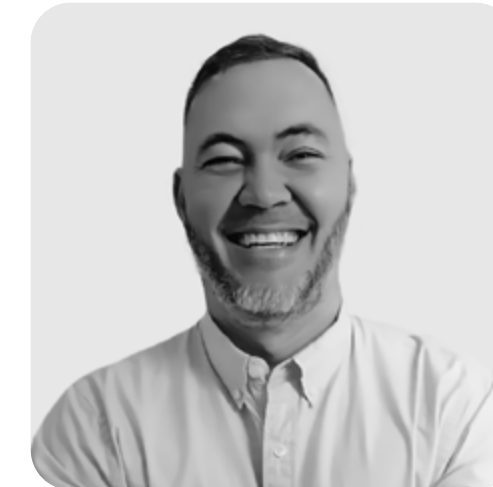
# Our Leadership Team.



**Craig Palmer**  
Chief Executive Officer



**Marlee Van Niekerk**  
Chief Financial Officer



**Warren Alberts**  
Chief Operational Officer



**John Moodie**  
Chief Technical Officer



**Dave Metcalf**  
Chief Strategy & Information Officer



**Vacant**  
Digital Marketing Manager



**Vacant**  
R&D Executive



**Vacant**  
Sales Director



About Us  
▽▽▽

# What we say about ourselves.

Responsibility | **Bring Value To The Table**  
**Retain Team Model** | Access To Senior Resources  
Mentoring | **Training** | Coaching Client Relationships  
**Eq** | Empathy | **Trust & Calmness Of Line Manager**  
Team Work | **Wfh** | All Hands | **Small Player But Big Successes**  
Having Fun | **Sister Company Access** | Ability To Broaden  
**Knowledge & Skills** | Constant Learning | **Lumine Group Access**  
**Career Exposure Coaching** | Mould Culture Committed Management  
Team Work Under Pressure | **Drive Change**



# We are part of Constellation Software



**Our group, Lumine** is a Portfolio of Volaris Group, a Subsidiary of Constellation Software (CSU). CSU acquires and strengthens software businesses, holding them forever.





# We Are Lumine Companies

- Lumine do not sell the businesses they acquire.
- A network of Telecom and Media Vertical Market specialists.
- Delivering combined solutions from 26 sister companies.
- Continuous Improvement via Collaboration, Best practice sharing & Talent Management.
- VAS-X is able to leverage over 250 best practices from our 22 sister companies, and leverage the expertise of over 2,300 colleagues – these include expertise on the Cloud, TM Forum, Service Catalogue, ITIL, Artificial Intelligence and much more.
- VAS-X is moving to ISO 27001 and 9001 to improve Security and Quality thanks to our sister companies;



EMPLOYEES IN A  
**2,300+**  
GLOBAL TEAM



SERVING  
**1,000+**  
CUSTOMERS



ACROSS  
**30+**  
COUNTRIES

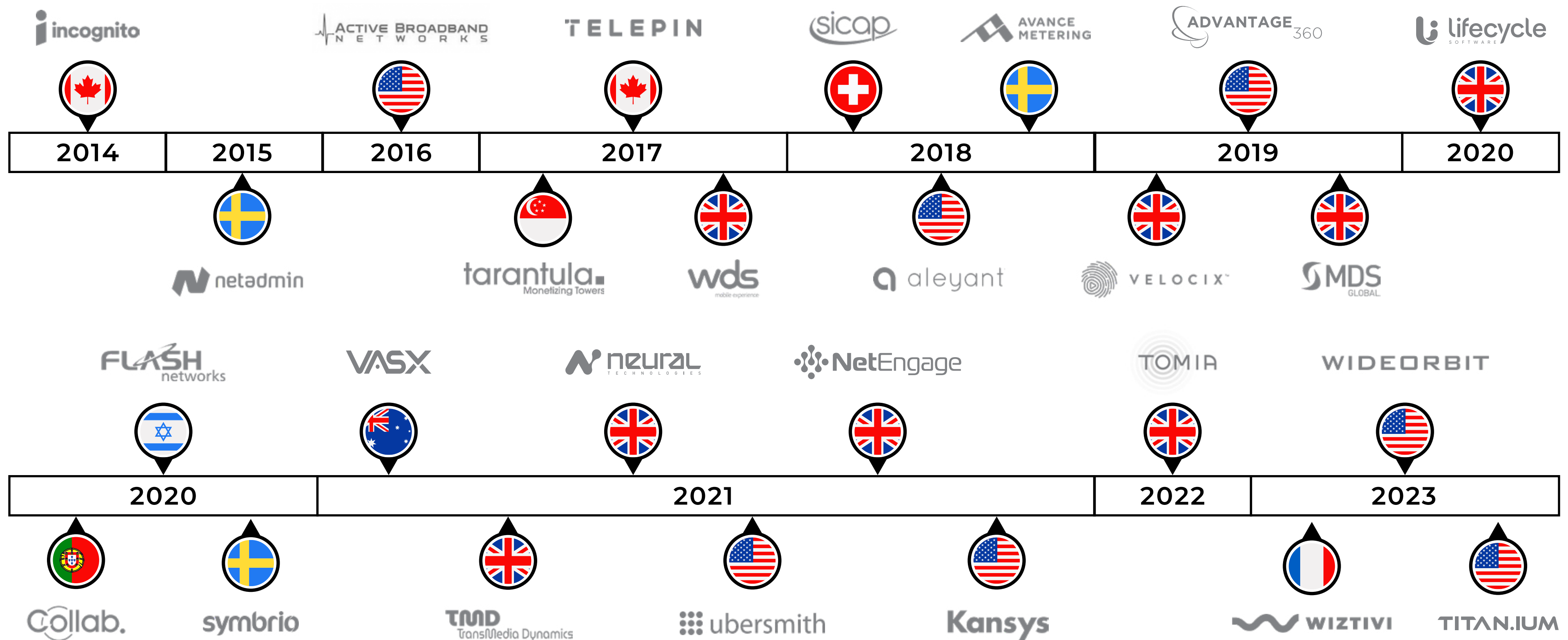


USING  
**250+**  
BEST PRACTICES

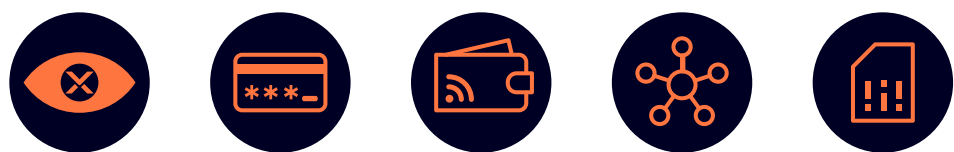


# Lumine Global Portfolio of Telecom and Media Companies

A tightly-coupled ecosystem powering the future of connectivity.







Monetization | Customer Management | Partner Engagement & Management | Customer Engagement

**BUSINESS MANAGEMENT LAYER (BSS)**

**PRIMARY USE CASES**

**MULTI DOMAIN/ VENDOR SERVICE ORCHESTRATION & ASSURANCE (OSS)**

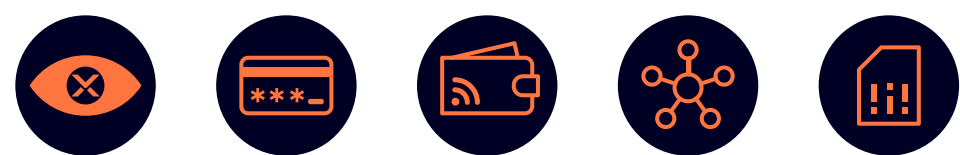
Assurance & Fulfillment

**MANAGEMENT & CONTROL**

**APPLICATION ENABLEMENT PLATFORM**

Service & Performance Analytics | Device Analytics | Application & Platform Analytics | Content Analytics | Customer Analytics

**ACCESS TECHNOLOGY**



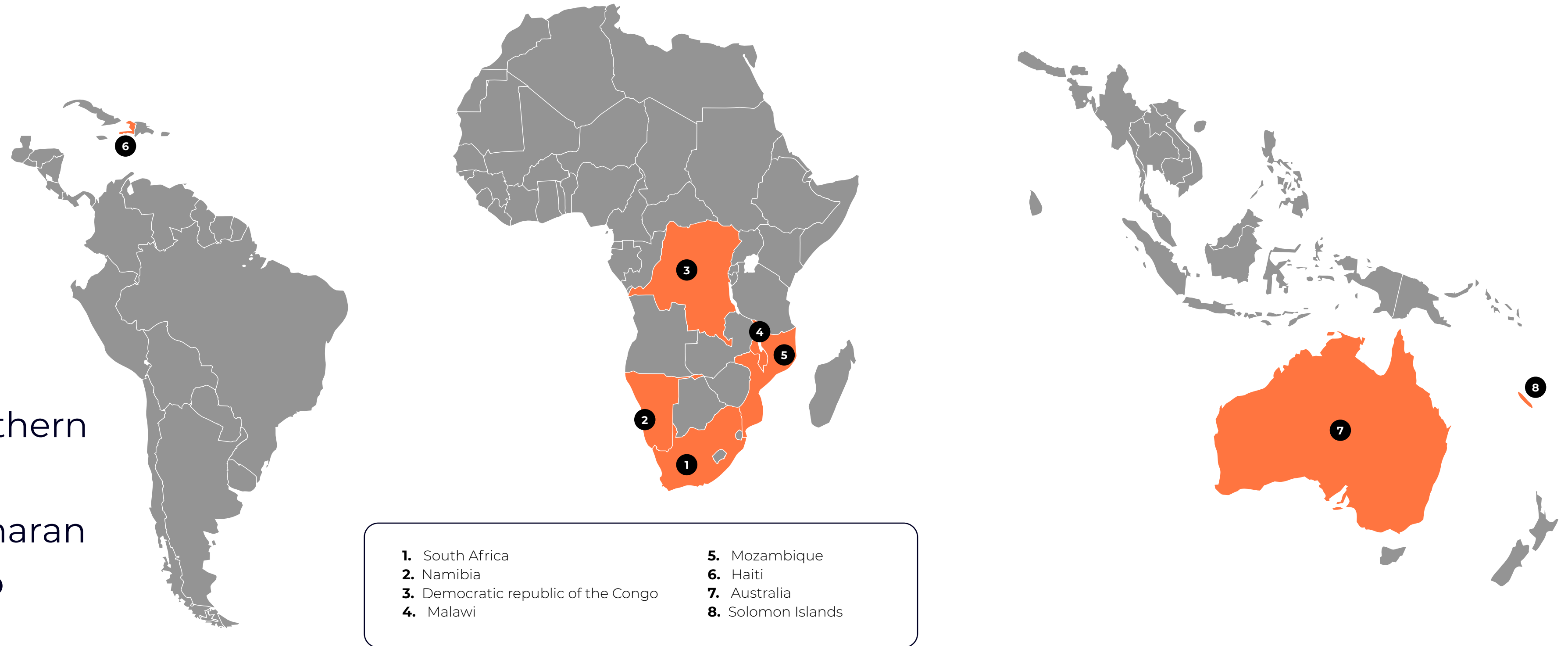
# Our Global Customer Ecosystem





# VAS-X Footprint

From our beginnings in Southern Africa, VAS-X has grown into almost all the major Sub-Saharan telecoms markets, while also expanding internationally.



VX-VIEW  
Billing & CRM  
PoDS  
ERA  
EVM



VX-VIEW  
Billing & CRM  
PoDS



VX-VIEW  
Billing & CRM



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PoDS



VX-VIEW  
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VX-VIEW  
Billing & CRM



VX-VIEW  
Billing & CRM



# VAS-X in Numbers

**23**

years Operating  
in South Africa

**10**

Customers,  
MNOs, Fixed  
line, Broadband  
and MVNEs

**204**

years total  
tenure of staff

**95+**

years of  
management  
team experience  
in telecom

**110M**

recharges per  
month (Voucher,  
Wallet and ATM)

**1.5M**

SIMS activated  
each month via  
Provisioning on  
Demand (PoDs)

**25M**

SIMs active  
per month

**950M**

USSD Transactions  
per month

**\$26.6M**

revenue billed  
per month



# Product Portfolio





# VX-View Billing & CRM

## OSS/BSS

### CRM

### BILLING

#### MONITORING & REPORTING on all modules

- Customer Care
- Customer Single View
- Credit Control
- Accounts Receivable
- Dealer Management
- Workflow
- Provisioning
- Ticketing
- Directory Inquiries
- Sales Lead

- VAS Billing
- Mediation
- Rating
- Multi Tenanted
- Charging & Subscription
- Loyalty, Discounts & Incentives
- Invoicing
- Interconnect
- Roaming
- Billing Integrity
- Wholesale Billing

- Converged Billing and CRM platform.
- Enterprise-class.
- Omni channel capabilities.
- Flexible & easily adaptive.
- Scalable.
- Modular end-to-end billing & customer care.
- Multi-currency.
- Multi-language.
- Multi-tenanted (MVNE/O Platform).
- Seamless Integration of different technologies (CDMA/GSM/WIFI/Cable/Leased Line/GPON, etc).
- Prepaid/postpaid/hybrid ONE convergent platform.
- 360° view of customer or subscriber.
- Transform your billing and customer care.
- Single view of all customers.
- Web-based.

Integration via Service Oriented Architecture (SOA) or Point to Point



# VX-View Billing & CRM

## CRM

- Credit Control
- Customer Care
- Dealer Mgmt
- Provisioning
- Product Catalogue
- Bulk SMS
- Workflow
- Dunning & Collections
- Customer Order Mgmt

## BILLING

- Mediation
- Event Data Mgmt
- Charging & Subscription
- Loyalty
- DMS
- Accounts receivable
- Accounts receivable
- Wholesale Billing
- Billing & Invoicing

- PODS Provisioning
- Workflow Manager
- Product Catalogue
- TMForum complaint API's

PODS Provisioning

ERA Voucher Management

EVM Wallet Management



# ERA

A comprehensive secure, modular, easily scalable, and highly flexible platform for prepaid environment management.

## Features

- Disaster recovery
- External connectivity
- Flexible business rules management
- Monitoring & alarming
- Statistics & reporting
- Flexible administration
- High availability
- Web-based administration
- Open source Kubernetes
- Postgress database
- Cloud ready
- PIN & PINless vouchers
- Fixed and variable denominations

## Benefits

- Reduced capital expenditure.
- Reduced operational expenditure through cost-effective, non-proprietary deployment utilizing open standards.
- Minimal maintenance and support required.
- Flexible, reliable, scalable platform.
- Reduced time to market for new applications/products and change requests.
- Easy integration through open standards and interfaces.
- High level of security and encryption.





# EVM

Comprehensive platform for the secure distribution and management of electronic value across multiple channels, services, and currencies.

Offers a variety of options to purchase and manage electronic value

## Features

- Secure distribution & management of electronic vouchers
- Multi-currency
- Multi-language
- Electronic vouchers pin & pin-less
- Fixed & variable denominations
- Multiple POS options
- Dealer & inventory management
- Reports & dashboards
- Sales management ticketing
- Customer support
- Reporting

## Benefits

- Cloud ready
- MySQL database
- Open source based



# MVNO & MVNE

Cost effective and flexible Billing and CRM stack solution.

Can host an unlimited number of brands or MVNO's with complete flexibility

## Features

- Billing and CRM features from VX-View come standard.
- The platform is designed to form the backbone of any MVNO network, connecting all back-office systems with the MNO partner.
- It caters to post-paid, pre-paid, and hybrid packages.
- The platform can grow limitlessly with no subscriber or MVNO/brand restrictions, and its scalability is only limited by hardware.
- Wholesale and retail billing.

## Benefits

- Flexible
- Seamless integration
- Reduced OPEX
- Reduced CAPEX
- Multi-tenant
- Single bill to customer with multiple services across all VAS and telecommunications offerings
- Rapid deployment



# PoDS

Streamlines an operator's pre-paid provisioning process by enabling real-time provisioning upon first use, eliminating the need for pre-provisioning of pre-paid SIM cards prior to distribution to sales channels.

## Features

- Provisioning on Demand.
- Suspend SIMs.
- Reactivate SIM.
- Deactivate SIM.
- Regen HLR and OSS/BSS.
- Enhanced SIM Swap functionality.
- Supports eSIM.

## Benefits

- Enhances HLR/HSS efficiency.
- Reduction in license fees.
- Load balancing.
- Simplified logistics.
- Select your MSISDN via USSD.
- Provide subscriber information for regulatory and marketing purposes.



# VASX Services Portfolio.





# Our Reporting Portfolio.



- We offer our clients standard continuous reporting and monitoring services.
- Custom reports are also available through VX-View.
- Generated reports include daily, weekly, monthly reporting showing system usage and performance trends, customer usage trends, database statistics.
- Monitors are used to alert and ensure minimal service disruption and downtime, thus increasing revenue and customer experience.



# Our Managed Services.



- We offer a comprehensive range of managed services across all OSS/BSS domains.
- By allowing our world-class resources to manage your OSS/BSS/VAS environments, you can focus on your core business while we take care of the rest.
- We offer Centralized Managed Services with a Service Catalogue, enabling flexibility of service levels for all our customers.

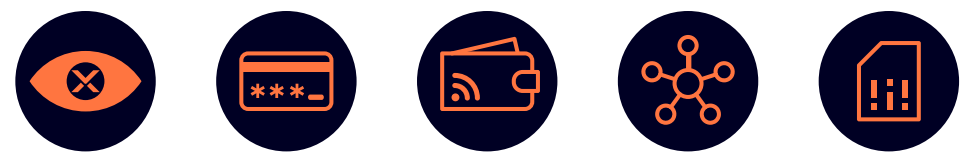


# Our Technical Solutions Team.



- Lower CAPEX.
- Improved delivery.
- Dedicated skilled resources.
- Quicker time to market.
- Team built according to your budget and technical requirements.



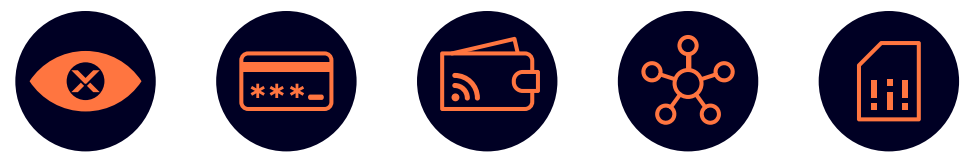


# Our System Integration.



- An extensive library of off-the-shelf integrations
- Deliver industry-standard Tier 1 Enterprise Service Bus (ESB) capability, as well as open ESB platforms for less complex environments.
- We pride ourselves on our ability to reduce the integration “tax” typically associated with implementing projects across modern and legacy infrastructure.





# Our Solutions.



- Bespoke software development projects to meet your unique business technical needs.
- Product configuration to our clients' specification. This includes integration to third party systems, price plan setup, bundles and incentives, roaming management, and interconnect management and more.
- Seamless secure cloud migration services, reduce costs, increase flexibility, and improve scalability while maintaining their data security and compliance requirements.



# Our Self-Help Portal.



- We specialize in managing and supporting customer self-service portals to enhance your customers' experience.
- Our team of experts can handle all aspects of portal design, development, customization, integration, maintenance, and support.



# Why VasX

- World class Billing & CRM software.
- **Integration comes naturally for us.**
- Proven systems and use cases.
- **Backed by excellent service offerings.**
- MNO, MVNE, MVNO, ISP, PSTN deployments.
- **Invest in the future with our graduate program.**
- Cost effective deployment, support and services.
- **24 years' experience in Africa telecommunications.**
- Leverage solutions to deliver cost effective projects.
- **Customer longevity due to our customer centric approach.**
- Centralised Managed Services with a Service Catalogue, enabling flexibility of service levels.
- **We are part of the Lumine Group.**



# Thank You.



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