

## Proximus (Belgacom) Selects KORE Systems Group CDP Solution

### THE CHALLENGE

Establish a plan for Belgacom to capture growth in the M2M industry

### THE SOLUTION

Implement the KORE Systems Group M2M CDP into the Belgacom network with full integration to existing network and back office elements

### THE RESULTS

The deployed solution improved the customer experience of Belgacom's enterprise customers through the use of the KORE provided PRiSMPro portal, branded as the "M2M Cockpit"

To learn more about what KORE can do for your M2M business needs, please visit [www.korewireless.com/kore-systems](http://www.korewireless.com/kore-systems) or email [MyM2MPartner@KORESystemsGroup.com](mailto:MyM2MPartner@KORESystemsGroup.com)

### Background

Like many other communications companies, Belgacom (BGC) provides mobile, wireless, internet, television and fixed-line services. Belgacom's strategy for becoming more competitive included protecting its existing enterprise base, further increasing its market share and building a competence center based on a competitive solution to the KORE M2M CDP (Connected Devices Platform) offering.

After reviewing KORE and other vendors in the M2M platform space, Belgacom selected KORE. The customer's criteria were control, flexibility and the ability to influence integration with existing back office elements. It also recognized the beneficial potential of the KORE platform's roadmap direction.

### Solution Overview

KORE provided a solution in accordance with Belgacom's best practices for IT/hardware infrastructure. The KORE Software as a Solution, coupled with its approach to integration and customization, resulted in a design ensuring tight integration, which guaranteed a minimal impact on resources and existing processes.

Flexibility and control, along with influencing product roadmap

decisions, were key decision-making points in the KORE selection process.

Like any other large organization, Belgacom was aware that changing and adapting processes is a difficult, costly, and timely undertaking, hence the decision to select KORE which strives to optimize existing infrastructure, procedures and operations by fully integrating with the KORE software solution.

### Key Results

Implementation of the KORE solution was two-phased, resulting in a quick time to market.

Basic integration was followed by a more comprehensive phase that ensured tight integration with existing elements and processes. The Initial integration phase was done in approximately six months, followed by complete integration in about twelve months.

The KORE solution enabled Belgacom to stay competitive with local and international operators.

The KORE solution resulted in fast and easy on-boarding (creation and setup within minutes verse days) of new customers.



#### Belgacom Delivers...

- Wireless services as one of only three mobile operators in Belgium who own towers and radio spectrum
- A suite of mobile, wireless, internet, television, and fixed-line services
- Niche services including loyalty programs, budget programs, and bundled packages demanded by consumers

#### KORE Delivers...

- M2M CDP management system that empowers a secure, reliable and scalable feature rich in-network and in-country solution surrounding provisioning, rating, features, inventory management, reporting and analytics
- Integration of the M2M CDP into operator networks to efficiently leverage existing elements and systems
- An extensive ecosystem that can be leveraged by operators to augment their portfolio of solutions allowing Enterprise customers to quickly and effectively build their own M2M ecosystem

*"By selecting KORE for our CDP, Belgacom secured a valuable partner in building the M2M ecosystem and more importantly launching a World Class customer portal re-branded CockPit."*

Michel Boutry  
Domain Manager Network & Cloud  
Services,  
Belgacom

*"KORE is proud to work with Belgacom in delivering our secure, scalable in country CDP solution in Europe which eliminates the expense of costly external links, latency and national security issues combined with no migration complications."*

Jeff Stark  
Vice President,  
KORE Systems Group

#### About Belgacom

The Belgacom Group is the largest telecommunications company in Belgium, headquartered in Brussels. Belgacom Group is primarily state owned, with the Belgian state holding 53.3% + 1 share. Belgacom Group offerings include fixed line communication through the Belgacom brand, mobile communications through the Proximus brand and ICT services to the professional market under the Telindus brand.

#### About KORE

The KORE brand has become synonymous with M2M excellence globally. As an early pioneer in M2M, KORE has grown its M2M service business at higher than market growth averages since 2003. KORE Systems Group was formed in 2010 with the mission to take the technology that was developed and matured under our service provider company, KORE Wireless/Telematics, to operators worldwide as a way for those operators to maximize their M2M potential whether starting up an M2M initiative or scaling an existing M2M service. With almost a decade of experience in the M2M space, including a solid track record of integrating the M2M SDP into operator networks, KORE Systems brings its business and technical expertise to an Operator in addition to our platform and partner networks.