

Airvantage

EXECUTIVE SUMMARY

Having been involved in the cellular industry for over 20 years, Airvantage has solidified itself as a leading value-added service provider to various mobile telco operators, both locally and internationally. Their offering includes client retention and engagement initiatives, airtime- and mobile money lending, and a number of gaming related services. Their flagship product is prepaid airtime and mobile money lending solutions to telecom operators. This solution provides telcos with the ability to advance airtime, content, data and mobile money to subscribers on credit. Through Airvantage's many years of experience in the telecommunications and credit industries, they have developed a proprietary profiling and dynamic rules engine that allows for flexible lending, avoids revenue losses and ensures on going customer loyalty while increasing revenues.

CHALLENGES

Airvantage deploys services to a large number of telco operators in Africa and the Caribbean. Acquiring and setting up physical servers for each of these would require a large capex budget, as well as a number of technical resources. Ongoing maintenance and support, as well as guaranteed up-time as the infrastructure, including electricity and network access, could not always be guaranteed by other providers. Therefore, Airvantage sought out a provider who could alleviate these concerns by providing

a highly-available VPN solution that would suit their specific SLA requirements.

THE SOLUTION

Airvantage Chief Technology Officer, Dr Liam Terblanche, had previously worked with CipherWave and was well accustomed to "their quality of service, competitive pricing, and the vigour with which they tackle any problem posed to them."

After meeting with CipherWave's Executive Team, Airvantage emerged with a working plan

that offered them a simple commissioning process through which any deployment could be set up within 48 hours, including load-balancing, off-site backups, and fail-over. It was at this point that CipherWave and Airvantage began their professional partnership.

“CipherWave also brings their networking experience to the table in setting up the necessary VPNs between our deployments and the Telco infrastructure”, Dr Terblanche commented.

When asked why Airvantage selected CipherWave as their provider of choice, Dr Terblanche responded “[Their] quality of service, turn-around time on resolving [and] assisting with queries, and price. In this order.”

“We are able to deploy a new service with a carbon-copy hardware configuration in a much faster time than before, without the large capital expenditure that used to accompany such initiatives in the past.”

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