Mobilise

MVNE Made Easy

How a Single Solution Powered a Multi-MVNO Rollout

About the Client

When a leading US technology firm set its sights on the mobile market, it wasn't just about adding another service. It was about building something that would set them apart. Already known for their quality, reliability and technical expertise across managed connectivity, cloud communications and enterprise networks, expanding into mobile was the natural next step. This ambitious move was designed to complement its existing infrastructure, expand its market presence, and support new digital MVNOs and IoT service providers with scalable, flexible mobile connectivity.

To ensure a seamless transition, the client required a powerful, flexible, and future-ready MVNE platform. One that could integrate smoothly with a major US network operator and uphold the high standards for which their brand is known. This led them to Mobilise.

Challenge

Cracking the mobile market meant more than just overcoming technical hurdles — it was a strategic leap that required flawless execution across technology, operations and customer experience. The client required a multi-tenant MVNE solution capable of onboarding and managing multiple MVNOs, each with unique requirements.

The platform needed to eliminate the inefficiencies of running separate systems for each MVNO while offering scalability and ease of management.
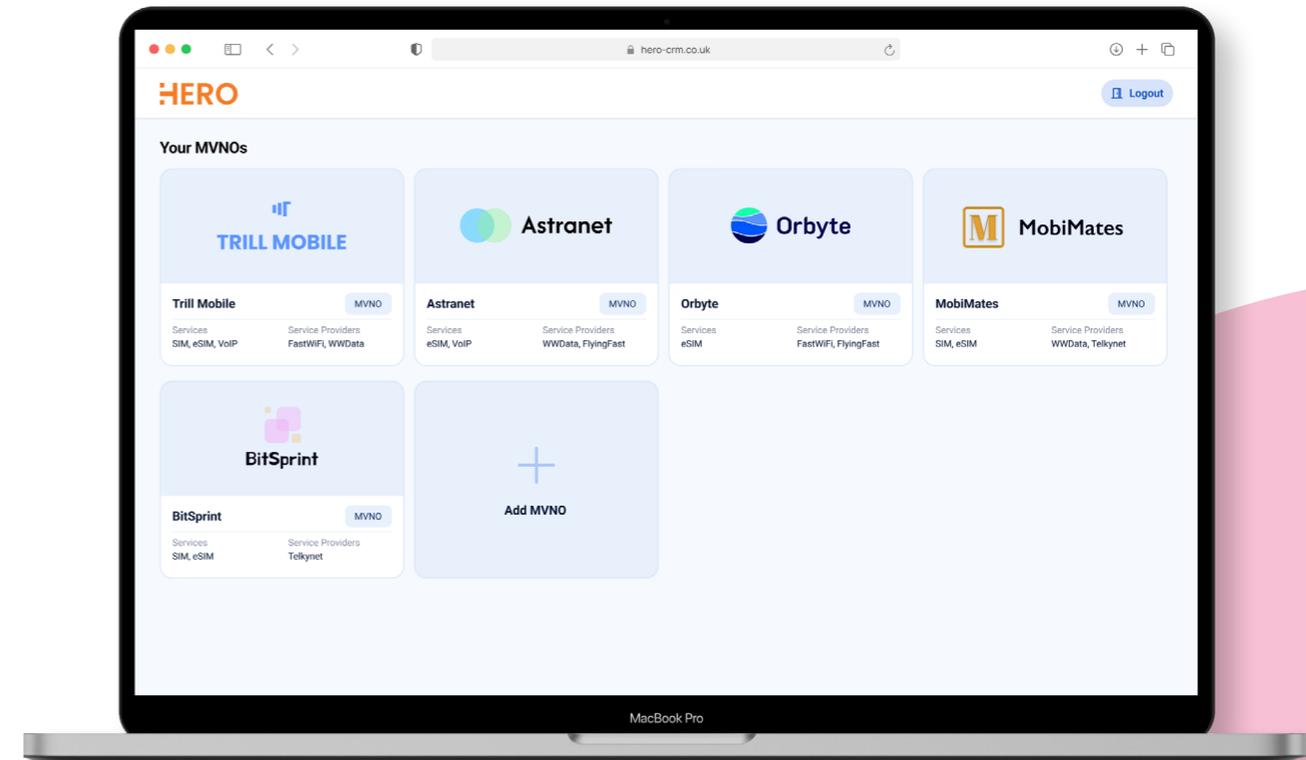
Challenge

Integrating with AT&T, a tier-one US carrier, introduced further complications. Mobilise rose to the challenge, navigating a series of mission-critical requirements to bring the client's digital vision to life:
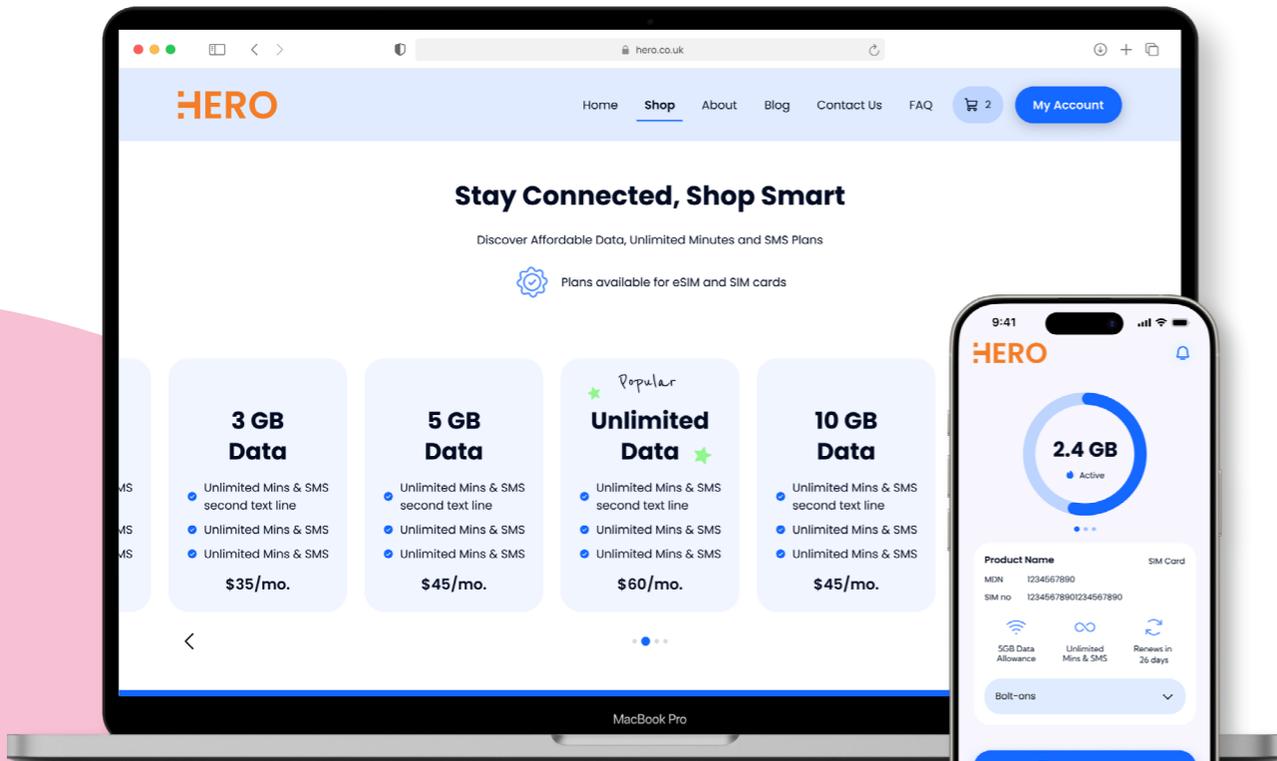
- The integration of asynchronous APIs with AT&T's network.
- The development of Intelligent IMEI-based device compatibility logic.
- End-to-end provisioning workflows, mapping out every step of activation with precision and flexibility.
- Complex porting logic – in and out – designed to comply with regulatory standards.

- Robust reconciliation mechanisms between billing, subscriber management, and carrier-side systems.
- Dynamic feature and bolt-on compatibility management, enabling users to stack services without conflict or degradation
- Scalable infrastructure designed to support MVNE (multi-MVNO operations) and tens of thousands of subscriptions, all under a single orchestrated platform.

This project wasn't just about integration. It was about enabling growth at scale, delivering enterprise-grade reliability, and transforming complexity into a strategic asset for our client.

Solution

Mobilise responded with exactly what was needed: the HERO® MVNE platform. A robust, scalable solution designed to simplify mobile service delivery, support multiple MVNOs and integrate smoothly into the client's existing operations. Designed for easy onboarding and seamless integration, Mobilise's HERO® MVNE Platform provides a centralised system to support multiple MVNOs from a single interface.
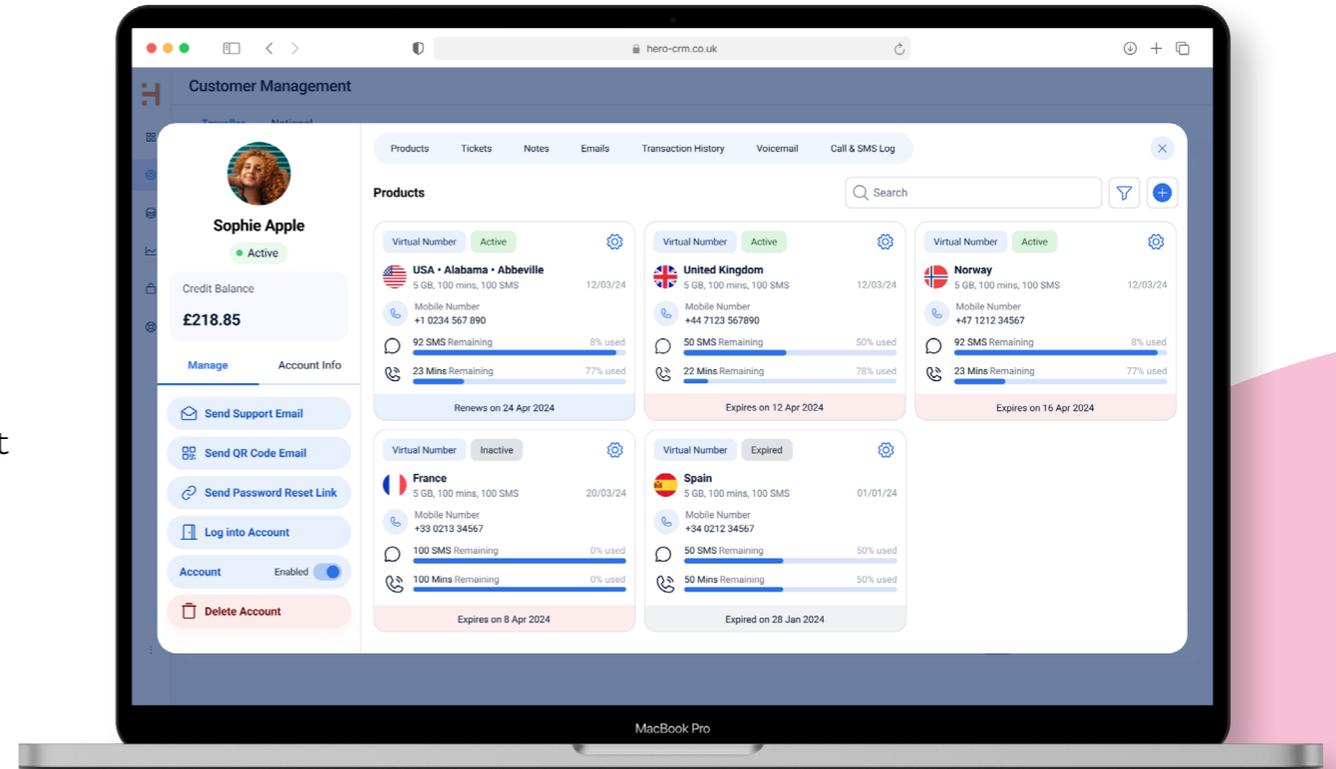
By connecting with a leading mobile network in the US, the platform ensured reliable nationwide coverage from day one. Throughout the process, Mobilise worked closely with the client's teams and MVNO partners, using real-time feedback to align the platform with evolving business and user needs, from streamlining operational workflows to supporting commercial growth.

Once onboarded, MVNOs gain immediate access to a full suite of services, including:

• API integration with their existing systems
• A back-office CRM tool for operational management
• A branded consumer website for customer acquisition
• A mobile app for customer self-care and account management

Results

The HERO® MVNE Platform, known for its flexibility, scalability, and comprehensive features, was the ideal choice for the client. It offered a complete MVNE solution that catered to all their needs, from customer management and billing to service provisioning and more.

With HERO® MVNE in place, the client has successfully launched and now manages over 19 MVNOs on a single, unified platform. The platform enabled the client to enter the mobile market with a competitive, scalable offer that supported rapid growth, both in terms of MVNO partners and active user subscriptions. Thanks to its modular design, the HERO® MVNE Platform continues to support ongoing expansion and innovation.

About Mobilise

Simplified mobile connectivity solutions

Mobilise provides innovative, modular software solutions for telecoms and beyond, enabling businesses to offer digital-first customer experiences. With a focus on flexibility and engagement, our solutions empower companies to streamline operations, adapt quickly, and exceed customer expectations.

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