

DNext to Support Vodafone's Drive to improve Customer Engagement and Accelerate Digital Transformation

London, UK - [March 12, 2024]: DNext Technology, a pioneering cloud-native digital customer engagement platform company, has signed a partnership with Vodafone to use and extend the platform with new capabilities.

DNext's cutting-edge technology will support Vodafone in its transition from traditional BSS/OSS systems to a flexible, autonomous microservices-based platform. This transformation will allow Vodafone to accelerate product innovation, enhance customer experiences, and streamline operations. It also marks a key milestone in Vodafone's digital transformation to improve customer engagement and operational excellence across its operations.

"Vodafone is committed to leading the digital transformation in the telecom sector, whilst enhancing our customer engagement, and improving operational efficiency," said Pedro Sardo, Technology Shared Services and Group IT Operations Director at Vodafone. "Our partnership with DNext is a pivotal step towards achieving these goals, leveraging its innovative platform to deliver exceptional service to our customers worldwide. DNext complements our programme to add more software developers building our internal capability within Vodafone under our Global Capability Unit. "

As a key facilitator and enabler of digital services within Vodafone, the Digital BSS team working in the Global Capability Unit (GCU), refined the DNext platform during its implementation across various Vodafone markets. This work significantly contributed to enhancing the platform's adaptability and efficiency.

The DNext platform offers many benefits, including faster time to market, operational excellence, and a unique digital experience with transparent, flexible, and configurable business processes. Under the collaboration with DNext, Vodafone can rapidly introduce new products, achieve zero downtime during transformation phases, and leverage advanced analytics for informed decision-making.

Mesut Sen, COO at DNext, commented: "We are delighted to collaborate with Vodafone, a company that shares our vision for the future of digital customer engagement. Together, we will set new standards in the telecom industry, driving innovation and delivering unparalleled customer experiences."

DNext is part of the PiA Group, a leader in the global technology sector, focused on delivering greater innovation and expertise to its customers. Committed to advancing digital transformation across industry sectors, PiA Group focuses on developing innovative software and delivering expert system integration services. Its vision and actions underline a commitment to setting new standards in technology, with emphasis on excellence and innovation within the global tech environment.