



# Case Study



**Customer:** Royal KPN N.V.  
**Location:** The Netherlands

## Background

Royal KPN N.V. is an integrated ICT service provider. They are the only integrated access provider in the Netherlands providing access services and data anywhere, anytime, on the best possible fixed and mobile networks. They have the largest scale of operations of the telecommunications infrastructure in the Netherlands. Worldwide they are one of the two greenest Telco's in the world and have been completely climate-neutral since 2015. Royal KPN N.V. is based in the Hague.

## The Challenge

With the implementation of a new mobile billing platform, the challenge arose of finding a reliable method to validate the new platform.



## Customer Feedback

*"KPN Revenue Assurance has a long standing relationship with Roscom as their main provider for test calling services. As such, Roscom acts as part of the Revenue Assurance department. Roscom's robust Osprey™ solution has proven its added value over and over again. Also in the pre-implementation phase of our new mobile billing system."*  
*(Edwin Frissen, Manager Revenue Assurance – Royal KPN N.V.)*



Royal KPN N.V.

Osprey™

## The Solution

The solution consisted of a 4G-enabled Advanced Call Generator, housing ten SIM cards covering KPN's main consumer mobile propositions. As Roscom provided the Osprey solution to KPN during the testing phase of the project, the KPN Revenue Assurance department and members of the project were able to make improvements to the system and correct errors before the platform was operational.

## The Benefits

The Osprey™ solution is considered an important key control regarding assurance of KPN's mobile revenue streams and has proven its added value once again by identifying issues at KPN's new mobile billing platform prior to go-live. The Osprey™ solution is now structurally implemented on the new billing platform for continued revenue assurance.

