

Ericsson digital and mobile money solutions to power better customer experiences for TMCEL subscribers

- Five-year Business Support Systems (BSS) and Ericsson Dynamic Activation (EDA) deal provides TMCEL with latest software innovations, features and services
- TMCEL subscribers to enjoy improved customer experiences through agility and operational efficiency
- Mobile Money to provide access to safe and secure financial services

TMCEL Mozambique and Ericsson (NASDAQ: ERIC) have signed a five-year-deal to expand and modernize its network and digital services ecosystem through the latest [Ericsson Business Support Systems](#) (BSS) and Mobile Money software innovations, features and services. As a result of the agreement, TMCEL can deliver an improved customer experience to its mobile subscribers.



Ericsson and TMCEL at the signing ceremony

The [Ericsson Business Support System](#) (BSS) solution will facilitate TMCEL's shift to customer-centric business operations and digital engagement. Additionally, [Ericsson's Dynamic Activation](#) (EDA) will address all of TMCEL's service activation needs with a single, flexible platform. The deal also includes the deployment of Ericsson's Mobile Money solution.

The operator's aim is to encourage the everyday usage of mobile money by unlocking access to a diverse payment ecosystem. Ericsson's Wallet solution will power the project, being tailored to provide a new channel enabling financial

inclusion, offering easy-to-use and secure next-generation mobile financial services, and including those who do not have access to traditional banking services.



Tmcel: “Mahomed Rafique Jusob Mahomed, Chairman of the Board at TMCEL (left) and Todd Ashton, Vice President and Head of Ericsson South and East Africa (right)”

Mahomed Rafique Jusob Mahomed, Chairman of the Board at TMCEL says: “Through this partnership we look forward to working with Ericsson to further enhance our value proposition and expand our ecosystem. Ericsson's global experience and innovative solutions will allow us to meet the personalized and rapidly changing requirements of the digital marketplace in Mozambique.”

TMCEL stands to benefit from improved business agility, and an effective step-by-step evolution to the dynamic digital world that is being built with 5G and Internet of Things (IoT). It will gain access to ongoing Ericsson product releases and performance enhancements and, future-proofing investments that are in line with market and technology transformation trends. The deal includes a range of Ericsson BSS products to underpin the monetization of services, including Ericsson Charging System, Ericsson Dynamic Activation, Complete Virtual platform & Geo-redundancy, and Multi Mediation.

Todd Ashton, Vice President and Head of Ericsson South and East Africa, says: "TMCEL's ongoing commitment to innovation and enhanced customer experiences is proof of TMCEL's efforts to offer benefits to Mozambique especially for digital wallets. We will continue to be TMCEL's trusted day-to-day business partner and reinforce its mission to remain at the forefront of ICT in Mozambique with our proven capabilities in BSS and Mobile Money software and systems integration. This project is a key aspect to the economic development of the nation and will also be a key enabler for connecting and supporting new emerging industries in the country."

Services provided by Ericsson under the agreement include solution design, project management, technology consultancy, service enablement, business configuration, development and customization, solution integration and verification, and load testing and acceptance.

On the other hand, mobile money services have become an essential, life-changing tool across Africa, providing access to safe and secure financial services but also to energy, health, education, and employment opportunities.