

An aerial night view of a city, likely Singapore, with a digital network overlay of glowing blue lines and nodes connecting various points across the cityscape. The city lights are visible, and a large blue wave graphic is at the bottom of the image.

Covalensedigital

Our Mantra

Emerge. Innovate. Excel.

Corporate Profile



Digital ecosystem enabler with 1000+ years of collective leadership experience in building digital revenue platforms for global enterprises.

Built 100+ Digital accelerators automating the concept2cash2care workflows for quick launch of Digital Revenue platforms.

Played a key role in the digital transformation journey of 40+ Telcos and 15+ major enterprises across the globe.

Innovated Csmart Synapse, a state-of-the-art SaaS BSS Platform that reduces CAPEX & OPEX up to 50% and shortens GTM cycle by 3x.

6 Global offices

20 Countries Served

560+ Happy Employees

50+ customers

>50M Connected Subscribers

>500M Transactions Per Day

60+ Standardized Business Processes based on TMF, ODA & open APIs

Industry Focus

- MNO, MVNO, MVNE
- 5G/IoT
- Enterprise 5G / Private Networks
- Satellite Communications



Our Results Tell the Story

Success Metrics That Matter

- **60%** OPEX saving for a Singapore MVNO
- **6** Country launch gaining 5% market share for an MVNO in APAC
- **12M+** - Scaled from 0 to 12M+ Subscribers in <12 months for an African MNO
- **8%** drop in Churn rate for a Nigerian MNO
- **9+** years of engagement with an enterprise in USA leading to 8x growth
- **99.999%** Accuracy in BSS migration of 12 million subscribers for an MVNO in USA
- **<100** days Launch of any new MVNO using SaaS platform by a European MVNE
- **<24** hours - Reduced new service launch time from weeks to hours for a US Satellite Operator

Csmart Synapse - One Digital Platform

Enabling end to end Telco BPaaS workflows



CPQ

Empowering Sales Precision



Inventory

Seamless Management and Expense Optimization



Vouchers

Streamlining Voucher Lifecycle



Contracts

Redefining Contract Excellence



Campaign

Elevating Marketing Strategies with Data-Driven Campaigns



CVM

Elevating Customer Engagement with Business Growth



Case

Personalized Issue Tracking and Resolution



Care

Elevating Digital Customer Engagement Experience



Survey

Strategic Insights for Data-driven Excellence



Billing

Unified Invoicing and Automated Billing for Revenue Excellence



RevShare

Redefining Partner Collaboration and Revenue Sharing



iReport

Versatile Insights for Diverse Audience



Dealer

Efficient Management of Dealer Network



iPaaS

No/low code Integration and Orchestration for Seamless Operations



Business Rule Engine

Navigating Complexity with Ease



Observability

Redefining Monitoring Excellence



Generative AI

Overcoming Challenges through AI Powered Innovations



Industry Specific CRM

Telco, Satellite, Enterprise, IoT

A Reliable Partner

in Every Step of Your Digital Transformation

Service Offerings



Integrated Engineering
Solutions/Product
Engineering



Infrastructure
and Cloud



Quality Engineering &
Quality Assurance



Enterprise Services



Digital/Intelligent
Automation

Competencies

Cloud Transformation

Cloud Agnostic



Data Monetization

Data Warehouses, BigData, Data Lake,
Analytics & Reporting, Machine Learning



Application Modernization

Low Code M/W, Open API & QA Automation



Digital Innovation

Digital Engagement, Intelligent Automation
RPA, BPA, ML & AI



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