

## Case Study:



### Discover why Elevate was at the heart of Community Fibre's IT transformation



Community Fibre successfully launched its own dedicated full fibre network in 2013, providing residents and businesses with reliable, ultra-fast, and affordable fibre broadband. Having experienced phenomenal organic growth, the company received £400 million in funding to power its expansion at an accelerated pace.

As a leading provider of fibre connectivity, Community Fibre prided itself on its innovative go to market strategy, focus on first class customer service and a clear mission to empower communities with ultra-fast and affordable fibre connectivity.

Community Fibre embarked on a strategic IT transformation programme to ensure it has a futureproof, best of breed BSS ecosystem that will underpin its expansion and ensure it can effectively deliver its vision of full automation, excellent customer service and total agility in rolling out new services and propositions.

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**Chris Williams**

Chief Information Officer

“It was critical for us to put in place the right billing solution and work with the right billing partner; both Strategic Imperatives and Elevate have exceeded our expectations. Elevate Billing is a differentiator for Community Fibre.”



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## Business Objectives

For Community Fibre, it was critical that the monetisation & billing capability of their next generation BSS platform can seamlessly deliver its business, technology, and agility requirements which included:

- Real-time visibility of the business performance and profitability
- Ability to rapidly roll out new propositions with flexible pricing plans
- Automation of the quote to cash process
- Management and collection of direct debits
- Management of end customer's balances and credits
- Automation of the bill run process
- Ability to creatively bill for and bundled services and promotions
- A future proof cloud native solution that dynamically scales to meet business growth

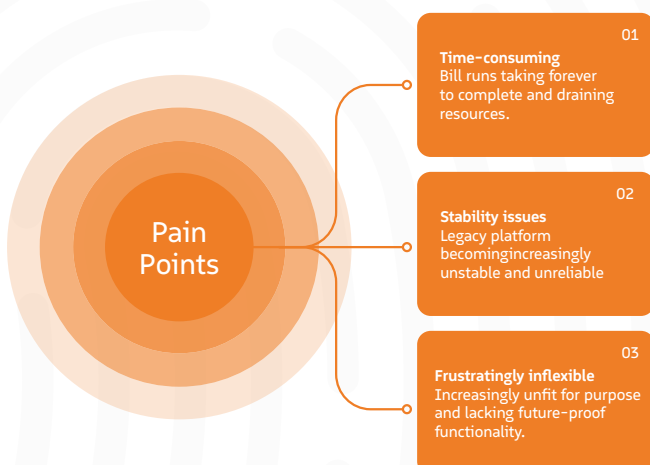
Community Fibre also placed significant emphases on working collaboratively with its strategic billing partner and required a demonstrable track record in implementation, support, and service delivery.

## Our Solution

Chris Williams, CIO at Community Fibre explains: "We have an ambitious growth strategy, a rapidly increasing customer base and an overriding requirement to offer our customers best in class customer service. Elevate meets our stringent requirements, seamlessly fits in with our BSS architecture and we know we can rely on it to support our growth."

Strategic Imperatives built a cross-functional project team that were on hand to support Community Fibre from day one, evolving to become a seamless extension of the Community Fibre team and working across the business with the IT team, CFO office and Network Operations.

Strategic Imperatives worked closely with Community Fibre to create a comprehensive product catalogue, rationalise, and document billing processes, standardise tariffs and align contract dates resulting in a smooth migration and seamless go live.



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## The Result



Significantly reduced billing related enquiries



Automation of the billing process with 28 bill runs per month



Automation of direct debit collection and management



Full integration with our BSS/OSS stack including CRM, ticketing & provisioning



Realtime customer balance and credit management



The ability to rapidly roll out new price plans, products and promotions



Support for instant bank payments and payment plans

**“Our billing process now empowers our commercial team to focus on growing our business, reduce our operational costs and ensure our customers are billed accurately. Strategic Imperatives have broken the barriers of a supplier to become a true partner.”**

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