OUTCOME

LinkNet – Enterprise Digital Transformation with SAP BRIM

LinkNet modernized its customer and revenue management platform by implementing SAP BRIM and SAP CRM, enabling integrated billing, Customer 360, financial management, and faster launch of new service offerings.

INDUSTRY	CUSTOMER	LOCATION
Telecommunications	Leading Broadband & Internet Service Provider	Indonesia
TECHNOLOGY	**SOLUTION**	**DELIVERY PARTNER**
SAP BRIM SAP CRM SAP S/4HANA SAP CI SAP CC	Enterprise SAP BRIM Transformation	Verso Altima India Pvt Ltd

The Business Story

The Challenge

As LinkNet expanded its broadband and digital service portfolio, it required a unified customer and revenue management platform capable of supporting multiple charging models, improving customer visibility, and integrating financial processes across the organization.

- Integrate customer and financial information across business functions.
- Support prepaid, postpaid, and hybrid charging models.
- Accelerate introduction of new products and offers.
- Establish a single customer and financial management platform.
- Improve billing accuracy and revenue visibility.
- Modernize enterprise customer management.

The Solution

- SAP BRIM integrated with SAP CRM.
- Unified Customer 360 capabilities.
- Real-time charging and rating.
- Consolidated billing and invoicing.
- Financial integration with SAP S/4HANA.
- End-to-end business process integration

The Outcome

The implementation enabled:

- Improved customer experience.
- Faster rollout of new products and services.
- Increased billing efficiency.
- Integrated financial accounting.
- Better customer visibility across business functions.
- Simplified enterprise revenue management.

Business Impact

70%	100%	100%	90%	High
Customer Experience Improvement	Customer Coverage	Financial Transparency	Revenue Loss Reduction	Product Launch Agility

Technology Landscape

SAP BRIM • SAP CRM • SAP S/4HANA • SAP CI • SAP CC

DELIVERED IN COLLABORATION WITH

Verso Altima India Pvt Ltd

Governed by MatrixOne Delivered by Verso Altima India MatrixOne and Verso Altima India delivered an integrated SAP BRIM solution that unified customer management, billing, financial accounting, and enterprise revenue management to support LinkNet's digital transformation journey