



Overview

MVNEs need to develop and deliver attractive innovative services fast and efficiently to HNOs, MVNOs and other MVNEs in order to compete successfully in the mobile industry. With our MVNE seminar, our clients will learn how to enable HNOs and MVNOs service offerings and manage their subscriber lifecycle. Our clients will get a hold of 30 specific case studies and also learn how to build a compelling MVNE business case. Our ultimate goal is to maximize our client's knowledge and answer all of their MVNE questions. Depending on their needs, we can also customize the seminar to fit their particular situation.

Mobile Wholesale Definitions

- **MNO:** It is a mobile network operator that owns its mobile network infrastructure and allocation of spectrum. It does not open its network to MVNOs, MVNAs and may work with multiple MVNEs.
- **HNO:** It is as a mobile network operator that owns its network infrastructure and allocation of spectrum. It opens its network to MVNOs, MVNAs, and may work with multiple MVNEs.
- **MVNO:** It is an organization that offers mobile and mobile data services with or without spectrum. The spectrum can be licensed, unlicensed or shared. It may work with multiple HNOs, MVNAs, MVNEs.
- **MVNA:** It is an organization that combines multiple MVNOs and may work with multiple HNOs, and MVNEs.
- **MVNE:** It is an intermediary organization that offers managed services and may work with multiple MNOs, HNOs, MVNEs, and MVNAs.

Session I : Mobile Wholesale Fundamentals

- **Mobile Networks & Convergence**
 - Examining the capabilities and limitations of current and next-generation mobile networks
 - Evaluating the impact of IMS (IP Multimedia Sub-system) and SDP (Service Delivery Platform)
 - Determining HNOs' and MVNOs' mobile network architecture and their network technology roadmap
 - Understanding the functions of different open standards: Parlay, Parlay-X, OMA, JAIN, J2EE, Microsoft.NET
- **BSS/OSS & Billing & Revenue Assurance & CRM**
 - Defining the roles of BSS/OSS, billing, mediation, rating, revenue assurance and CRM
 - Creating mobile CRM technology to enable MVNOs and HNOs manage their customer relationships
 - Assessing the risks and rewards of implementing a Customer Relationship Management (CRM) system
 - Developing revenue assurance solution that allows automatic validation of invoices based on usage & rates

Session II : MVNE Business Guide

- **MVNE Strategic Value & Business Models**
 - Understanding the MVNE value proposition towards HNOs, MVNOs and other MVNEs
 - Evaluating multiple MVNE business models and determining revenue and costs structures
 - Forecasting the MVNE's revenue growth by service portfolio for North America, Europe and Asia-Pacific
 - Identifying and examining the MVNE roles (i.e. managed services, application mgt, hosting, matchmaker)
- **MVNE Product & Technology Roadmap**
 - Delivering innovative products to increase customer retention and loyalty programs
 - Utilizing micro-segmentation process to track the lifestyles of HNOs and MVNOs target segments
 - Developing flexible and customizable products to meet MVNOs and HNOs subscriber's requirements

Session II : MVNE Business Guide

■ MVNE Service Contract & Metrics

- Defining the metrics and pricing structures explicitly in the MVNE service contract
- Describing critical success factors and establishing the contract measurements
- Understanding the different forms of metrics (i.e. performance based, quality assurance, operational)

■ MVNE Partnership & Service Level Agreements

- Creating, managing and implementing Service Level Agreements (SLAs)
- Examining MVNE structural relationships and developing revenue sharing arrangements with partners
- Determining the criteria an MVNE should use to select its partners and identifying acquisition candidates

■ Outsourcing & Managed Services

- Performing cost-benefit analysis for outsourcing and managed services
- Comparing and contrasting different types of outsourcing and identifying the critical issues
- Establishing engagement and implementation methodologies to best serve MVNOs, MVNEs, HNOs, MVNAs
- Outlining key points to be considered before renegotiating contracts with MVNOs, MVNEs, HNOs, MVNAs

Session III : MVNE Case Studies

Amdocs, BICS, Cisco, Comarch, Computaris, Covalense, Enghouse Systems, Ericsson, Ericsson, Geoverse, Interop Technologies, Limitless Mobile, Huawei, JSC Ingenium, Kajeet, Mavenir, Metaswitch, Netcracker, Netnumber, Nokia, Pareteum, Plintron Technologies, Optiva, Oracle, Symsoft, Syniverse, Transatel, Tomia, Wipro, Xius.

Workshops: Strategy & Business Case Development

- **Revenue Structure:** Market Sizing, Take-Up Usage, Service Selection and Pricing
- **Capex (Capital Expenditures) Structure:** Network Related and Non-Network Related Expenses
- **Opex (Operating Expenditures) Structure:** Direct and Indirect Expenses
- **Host Network Operator Wholesale Pricing Analysis and Evaluation**
- **Financial Indicators:** Internal Rate of Return (IRR), Net Present Value (NPV), Payback

About The Presenter

[Alex Besen](#) is the Founder & CEO of The Besen Group LLC. He provides strategic advisory, business development, market research and training services in the mobile data industry.

Alex has over 27 years of hands-on experience in the mobile industry working for operators and vendors in North America and Europe in numerous roles including business development, marketing, project management and finance. He has been working with mobile network operators and enterprises in developing their digital transformation strategies and advising MVNOs to launch their mobile and mobile data services.

Previously, Alex worked at Ericsson with mobile operators on MVNO and UMTS projects in the EMEA (Europe, Middle East and Africa) region. He was also responsible for identifying potential partners and hosting workshops at Ericsson Mobility World (a mobile data laboratory) where developers create, optimize and commercialize mobile applications. Prior to Ericsson, Alex was employed at T-Mobile USA (Omnipoint Communications) where he was responsible for partnerships, joint ventures and provided billing, customer care, marketing and financing solutions to mobile operators. Alex began his mobile career with Pocket Communications based in Washington DC where he managed the company's auction activity for C-block spectrum licenses as well as other activities associated with market research, market segmentation, pricing plans and market distribution strategies.

He holds a BS degree in Management from the University of Tampa and an MBA degree in International Business from the American University. He is fluent in French, Turkish and proficient in Italian.

He has delivered a 4G LTE wholesale seminar to International Telecommunications Union (ITU) in March 2012, Cellular Telecommunications Industry Association (CTIA) in January 2011, Competitive Carriers Association (CCA) in December 2010 and Federal Communications Commission (FCC) in October 2010.

He has spoken at MWC Los Angeles 2019, In-Building Wireless Congress 2019, CCA – Mobile Carriers Show 2019, CCA – Mobile Carriers Show 2018, Mobile World Congress Americas 2017, CES 2017, CTIA Super Mobility 2016, Wi-Fi Now USA 2016, CCA - Mobile Carriers Show 2016, CTIA Super Mobility 2015, Sprint Mobility in Action 2014, MVNO Industry Summit USA 2013, MVNO World Congress 2013, CCA Global Expo 2013, MVNO Industry Summit 2012, MVNO Industry Summit 2011, MVNO Industry Summit Latam 2011, LTE North America 2011, LTE North America 2010, MVNO Industry Summit 2010, Eurasia Com 2009, Mobile World Congress 2008, MVNO Summit 2008, MVNO Summit 2007, MVNO Congress 2007, Emerging Mobile Partnerships & MVNOs Conference 2007, CTIA Wireless 2006 and CTIA Wireless 2005.

He was quoted in AGL Media, Bloomberg, Boston Business Journal, Business News Americas, Business Week, CableFax, Chicago Tribune, CNN Business, Computer World, Connected Real Estate Magazine, FierceWireless, Forbes, Hurriyet, Information Week, Light Reading, Los Angeles Times, MIT Technology Review, New York Times, RCR Wireless, Red Herring, S&P Global, Telephony Online, The Kansas City Star, The Prepaid Press, The Seattle Times, The Washington Post, Triangle Business Journal, USA Today and Wireless Week.

About The Besen Group

The Besen Group LLC is an international management consulting practice to the mobile data industry headquartered in the Washington DC area, with representatives in Paris and Tokyo.

The Besen Group brings global perspective and an open approach to client engagements, where the transfer of our mobile data knowledge, hands-on experience, and strategic thinking become part of our clients' ongoing competitive strength. Its mission is to provide mobile data players with tools, knowledge and services enabling them to perform optimally in their mobile environment. The Besen Group's competitive edge is based on practical experience with mobile operators, mobile vendors and a mobile data laboratory.

Our references include Altran-Capgemini, Amdocs, BICS, Cosmote, Dell Technologies, Deloitte, Ericsson, Fenerbahce, Frontier Communications, Giesecke+Devrient, Globalstar, Kajeet, Ligado Networks, Limitless Mobile, Nokia, Orange, Panasonic, Speedcast, Sony and Turk Telekom.

Our consulting service portfolios include: [Mobile Data Service Portfolio](#), [MVNO Service Portfolio](#), [MVNE Service Portfolio](#) and [HNO Service Portfolio](#).

Our market research services include: [Private Networks Brochure](#), [Case Study Brochure](#) and [Tool Brochure](#).

Our training seminars include: [Private 5G Seminar](#), [Private LTE Seminar](#), [CBRS Seminar](#), [Mobile Wholesale Seminar](#), [MVNO Seminar](#), [Cable MVNO Seminar](#), [US MVNO Seminar](#), and [MVNE Seminar](#).

Pricing

MVNE Seminar includes:

- Session I: Mobile Wholesale Fundamentals
- Session II: MVNE Business Guide
- Session III: MVNE Case Studies
- Workshops: Strategy & Business Case Development

For pricing information, please send an email to: seminar@thebesengroup.com.

The seminar price is for unlimited number of participants. The seminar price will vary for a customized seminar.

The duration of the seminar can be one day or half-day. Customers will be responsible for all travel related expenses including air, transportation, and lodging for the presenter.

In case, customers will need a training facility, all Regus business center expenses will be billed additionally.

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Full payment is required prior to the scheduled seminar date.

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For a customized seminar, please contact us at +1.703.981.8168 or by email to: seminar@thebesengroup.com.

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All cancellations must be in writing. Cancellations received two weeks prior to the scheduled seminar date won't be responsible for any service charge.

A service charge of \$1,000 will apply to cancellations received less than two weeks prior to the scheduled seminar date within North America and a service charge of \$2,000 for all other international countries.

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