OUTCOME

Reliance Jio – SAP BRIM Digital Transformation

Reliance Jio implemented SAP BRIM to support high-volume digital services, enabling real-time charging, automated billing, scalable service provisioning, and rapid product launches across its nationwide telecommunications network.



INDUSTRY	CUSTOMER	LOCATION
Telecommunications	Leading Telecommunications & Digital Services Provider	Mumbai
TECHNOLOGY	**SOLUTION**	**DELIVERY PARTNER**
SAP BRIM SAP CC SAP CM SAP CI SAP CRM	Enterprise SAP BRIM Implementation	Verso Altima India Pvt Ltd

The Business Story

The Challenge

As Jio expanded its nationwide 4G and digital services, it required a scalable revenue management platform capable of supporting real-time charging, high transaction volumes, and rapid introduction of new products and services.

- Support exponential subscriber growth.
- Enable high-volume real-time charging and billing.
- Accelerate launch of new digital services.
- Integrate multiple network and business systems.
- Ensure accurate rating, charging, and reconciliation.
- Maintain platform scalability and high availability.

The Solution

An integrated SAP BRIM platform was implemented to provide:

- Real-time charging and rating.
- Automated Order-to-Cash processes.
- Flexible pricing and product catalogue management.
- Business workflow automation.
- Integration with CRM and network platforms.
- High-performance transaction processing.

The Outcome

The implementation delivered:

- Seamless customer onboarding.
- Faster introduction of new products and services.
- Accurate rating and charging.
- Reliable billing and collection processes.
- Real-time service provisioning.
- Scalable platform supporting nationwide growth.

Business Impact

406 Million	15 Billion	400K TPS	600K TPS	100%
Subscribers Supported	Daily CDR Processing	Charging Transactions	High-Performance Processing	Rating & Charging Accuracy

DELIVERED IN COLLABORATION WITH

Verso Altima India Pvt Ltd

Governed by MatrixOne Delivered by Verso Altima India Through the MatrixOne–Verso Altima partnership, SAP BRIM was implemented to support high-volume charging, billing, customer onboarding, and revenue management for one of the world's largest telecommunications environments.