

Redknee, Wipro, Verizon and Infosim Improve the Digital Customer Experience with Service Analytics Driven Automation

TORONTO, May 16, 2017 /CNW/ - **Redknee Solutions Inc. (TSX: RKN)**, a leading provider of business-critical billing and charging software and solutions for communications service providers, is pleased to announce the launch of a Catalyst, together with Wipro, Verizon, and Infosim, to be presented at TM Forum, 15-18 May 2017, in Nice, France. Consumers expect service providers to meet their needs in real time, like when users need additional services or a dynamic upgrade to high definition digital conference services during an active conference call. The Catalyst demonstrates how digital service providers can achieve an optimal balance between a superior customer experience and the best utilization of their network resources and infrastructure. By leveraging performance measurements and analytics, they can understand the quality of the user experience and up-sell an even better service or experience, or compensate for bad or compromised experiences in an automated manner. Come see the demonstration of this visionary technology at booth 9 on the 3rd floor during TM Forum, May 15-18, 2017 in Nice, France.

The ability for companies to create an extraordinary customer experience is critical to creating competitive advantage, improving customer retention, driving high customer satisfaction and growing their revenue. The Redknee Catalyst uses insight, analytics and SDN/NFV technology to identify the changing demand profile of a customer and will automatically initiate actions to improve the quality of service which results in a better customer experience and increased revenue for the service provider. The Catalyst enables service providers to tailor their solutions to the customers' individual needs by offering additional services or discounts at right time and in the right way. The Catalyst shows how service providers can create customer success by improving the way it automates processes to improve the overall customer experience.

Dr. David Hock, Director of Research at Infosim®, commented:

"We are happy to combine our UNMS expertise with the subject matter knowledge of Verizon, Redknee, and Wipro in their respective domains. We believe that all together enabled by the rapid integration through TM Forum Open APIs, we are creating something really valuable."

Danielle Royston, CEO at Redknee, commented:

"Mobile users want an easy, streamlined and high quality experience when it comes to their digital services, Redknee is pleased to work with Wipro, Verizon and Infosim on this Catalyst to demonstrate how agile business support systems can dynamically improve the customer experience while creating a competitive advantage and increased revenue for the service provider."

For more information about Redknee and its solutions, please go to www.redknee.com.

About Redknee:

Redknee monetizes today's digital world to create customer success. We provide a complete portfolio of mission-critical monetization and subscriber management solutions, including real-time billing, charging, policy and customer care modules, which allow Communications Service Providers to charge for things in new and innovative ways and create a unique user experience. Available on premise, cloud-based, or as a Software-as-a-Service, Redknee's low-risk, flexible solutions power more than 250 businesses across the globe. Established in 1999, Redknee Solutions Inc. (TSX: RKN) is the parent of the wholly-owned operating subsidiary Redknee Inc. and its various subsidiaries.

References to Redknee refer to the combined operations of those entities. For more information about Redknee and its solutions, please go to www.redknee.com.

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