



eServGlobal Limited (eServGlobal or the “Company”)

eServGlobal powers bill payment for Nepal Telecom

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eServGlobal (LSE: ESG & ASX: ESV), a global telecoms software vendor specialising in mobile money and Value-Added Services, announces that its solution is exceeding the expectations of Asian operator Nepal Telecom. eServGlobal launched its post paid bill payment offering at Nepal Telecom in March this year, generating impressive outcomes within its first months of operation.

eServGlobal have worked with Nepal Telecom since 2008, building on initial requirements for recharge technology to progressively enrich the service offering in line with the demands of their subscriber base. Through eServGlobal’s solution, Nepal Telecom offers both voucher and electronic recharge and have recently launched bill payment services, providing post paid mobile users with a convenient and efficient alternative for bill payment while simultaneously generating multiple benefits for the operator.

Previously, Nepal Telecom had been using traditional bill payment counters, incurring high capex and opex and resulting in a small number of actual counters. Customers were forced to travel to their nearest counter and queue to pay their post paid bills. The new bill payment facility implemented by eServGlobal means that each of the 15,000 existing recharge point-of-sales agents is now capable of processing post paid bill payment.

This offering generated remarkable advances for the Operator within the first months of service. The dramatic expansion in accessibility for customers has resulted in improved customer satisfaction, high rates of on-time bill payments and increased demand for post paid subscription. The Nepal market is dominated by prepaid users, by facilitating a simple and successful method for post paid bill payment, eServGlobal has expanded access to a lucrative market for the Operator.

Nepal Telecom chose eServGlobal’s technology for this project because they required a recharge management system which could unify all types of recharge for their prepaid services while simultaneously connecting to different IN systems. eServGlobal’s technology is network agnostic and can easily interwork with any IN. The platform has field proven references with key players in the industry and is capable of flexibly managing hundreds of thousands of agents.

“The results achieved within just a few months have far exceeded our expectations,” said Vishnu Kasaju, Director MSD, Nepal Telecom, “the expertise and dedication of the eServGlobal team has produced a sophisticated solution which is now a core element of our offering.”

“We are committed to providing mobile operators with ways to continually enrich their service offering to increase the satisfaction of their subscriber base. The bill payment service has a strong return on investment. Converting subscribers from prepaid to post paid increases both customer retention and operator ARPU,” said Craig Halliday, CEO, eServGlobal.

Nepal Telecom are the largest mobile network operator in the country with over 6 million subscribers.

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About eServGlobal

eServGlobal specializes in Mobile Money solutions and Value-Added Services (VAS), to help Mobile Service Providers increase their revenue and gain and maintain customer ownership. eServGlobal invests heavily in product development, using carrier-grade, next-generation technology and aligning with the requirements of more than 80 customers in over 55 countries.

For 28 years mobile and financial service providers have used eServGlobal solutions to lead and innovate in their local markets, leveraging their core assets and their trusted agent and subscriber relationships.

With 13 offices globally, eServGlobal provides full “end-to-end” and “any account to any account” Mobile Money Services and International Remittance Services. Delivered in partnership with BICS, the HomeSend solution is the only mobile-centric international remittance hub to gain endorsement from the GSM Association.

eServGlobal’s Value-Added Services in promotions, loyalty and messaging enable service providers to engage with their subscribers in a personalized and dynamic manner.

To reduce time-to market and to meet the needs of operators and banks, eServGlobal provides multiple licensing alternatives as well as SaaS-based products and services.

eServGlobal is listed on the Australian Securities Exchange (ESV) and the London Stock Exchange AIM (ESG). More information at: www.eservglobal.com

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