

Comarch delivers an OSS and BSS platform for Bitè Group:

UAB Bitè Lietuva & SIA Bite Latvija

Case Study

In 2004 Comarch, a software house and systems integrator, signed an agreement for the delivery of a BSS and OSS platform with UAB Bitè Lietuva, a telecommunications operator in Lithuania providing mobile, data transfer and Internet services.

One year later, in July of 2005, the agreement for the BSS and OSS platform delivery was signed with SIA Bite Latvija, a daughter company of Bitè Lietuva established in July of 2005.

Bitè Group is the leading international telecommunication group in the Baltic countries. The group was founded in 2005 and consists of UAB Bitè Lietuva which has been operating in Lithuania since 1995, and SIA Bite Latvija which was established in 2005. Since the 9th of February, 2007 the sole shareholder of Bitè has been Mid Europa Partners. Mid Europa Partners is a leading independent private equity investment firm in Central and Eastern Europe.

The challenge:

Rollout of IT infrastructure for a startup Mobile Operator in 6 months.

The result:

Pure success. SIA Bite Latvija was able to register and manage the first customers in their network 6 months after initiation of the project. The first invoice appeared one month later.

Project Background

Bitè Group is one of the fastest growing mobile telephone companies in Baltic States and Europe as well. It has successfully developed its Lithuanian business since 1995 and Latvian business since its launch in September of 2005.



Both Comarch projects for Bitè Group entities covered the delivery of software supporting major operational and business processes including:

- Customer management processes for front office, dealer sales channels
- Back office administrative processes including SIM card supply management, service related resource management, black list integration
- Retail billing process management including loading, rating and revenue management including invoicing, debt management, credit limit management and reporting
- Products, tariffs and discount management
- Wholesale interconnect billing processes
- Mobile roaming support
- End customer self service processes, available at www.manobite.lt, www.manabite.lv
- Mediation, collection and provisioning processes

The abovementioned functionalities were realized by installing and integrating Comarch's award-winning software products including:

- Comarch Billing System, providing retail billing and revenue management functionalities, handling service providers
- Comarch Customer Management, supporting front office and dealer channels with access to major end-customer related processes
- Comarch Business Process Management, automating, integrating and interfacing the platform elements, handling complicated business processes including migrations, black listings, number portability and more

- Comarch Self Care, offering web based end customer portal functionality
- Comarch InterPartner Billing, interconnect wholesale billing functionalities
- Comarch Mediation Device, interfacing network elements and assuring billing data sources
- Comarch Service Provisioning, providing activation and deactivation functionalities

Project specifications were originated based on the development of Bitè entities. UAB Bitè Lietuva was a mature operator requiring the migration of legacy software to the new Comarch platform, whereas SIA Bite Latvija, was a startup company without any functional IT solution and customer base.

The result

Since July 2006, Bitè Group including UAB Bitè Lietuva and SIA Bite Latvija has been offering high-quality services to their end customers and service providers on the basis of Comarch's BSS and OSS platform.

Currently Comarch provides Bitè Group with:

- Local operation outsourcing services for selected processes.
- 24 x 7 remote maintenance and support services for the installed platforms.

Since the project switch-over in July of 2006, Comarch and Bitè Group have been cooperating closely on extensions of the existing functional scopes of the systems. The implementation of new Comarch modules is being considered in Bitè for the future.

Žilvinas Jurkšus, CTO Bitè Lietuva and Bite Latvija

Bitè Group serves more than 1.2 million customers. We earned their trust by offering superior customer care, high quality modern services, complex data transmission as well as unique mobile internet services. Comarch software platforms support our everyday operations including billing and revenue management, customer care, wholesale processes and many others.

With its long-time experience in the dynamic telecommunications market, investments and professional team of employees, Bitè Group is ready to ensure modern, high-quality and customer-friendly services for Latvian and Lithuanian customers.

Andrius Griškevičius, IT Manager Bitè Lietuva and Bite Latvija

We can see that the cooperation between Bite and Comarch is expanding year after year and we strongly believe that the joint projects we've conducted so far will bring about benefits for both companies.

Andrius Griškevičius, IT Manager Bitè Lietuva and Bite Latvija

Comarch's policy allowed for project implementation and the development of new customized functionalities in parallel. Due to this fact, Bitè Group is staying at least one step ahead of the competition.

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