

Phonero Securely Scales Billing Operations with MOVEit

CASE STUDY



INDUSTRY
Telecommunication

PRODUCT
Progress® MOVEit®
Automation

COUNTRY
Norway

SUMMARY
Phonero, a leading telecom provider for businesses in Norway, relies on Progress® MOVEit® Automation to secure and scale their payment processing and order operations. Working with sensitive data on a daily basis, including invoices and telecom records, Phonero requires a highly secure, reliable and centralized file transfer automation solution. With MOVEit, Phonero has eliminated manual scripts and legacy tools and opted for seamless automation, enterprise-grade security and business continuity, even during peak billing periods.

Challenge

Phonero serves over 30,000 business clients with 350,000+ active subscriptions. With such a large customer base spanning public and private organizations, the secure and efficient transfer of sensitive billing data and call detail records (CDRs) is paramount. Prior to adopting MOVEit, Phonero leveraged a legacy file transfer solution that housed years' worth of file transfer operations. With this in mind, Phonero set out to find a product with easy deployment and setup controls that could:

- Maintain compliance with stringent European regulations including GDPR.
- Provide an exceptionally secure file transfer system to meet the data protection demands of high-profile clients.
- Integrate within a hybrid environment of cloud and on-premises storage including AWS S3 and SFTP.

Solution

After evaluating multiple options, Phonero selected MOVEit due to its strong security framework, automation capabilities and proven reliability. The deployment process was swift, taking less than a week to fully integrate and migrate from the legacy system. MOVEit provided Phonero with:

- **Security and Compliance:** MOVEit meets all Phonero's security requirements, delivering data protection, compliance certifications and GDPR-ready features.
- **Uninterrupted Automation:** MOVEit automates scheduling and execution of over 280 tasks that run daily, reducing reliance on manual interventions.
- **Operational Efficiency:** MOVEit brings the ability to set up new file transfer processes in under two minutes, greatly improving response times.

“Security is paramount for Phonero. With high-profile clients, we needed an exceptionally secure file transfer solution. MOVEit meets all our compliance and security demands effortlessly.”

Maroun Khalloul,
Senior DevOps Engineer for Billing, Phonero

- **Scalability:** MOVEit supports Phonero’s growing operations with unlimited automation tasks to push, pull and process invoice files.
- **Flexibility:** Integrating seamlessly with AWS, SharePoint and SFTP endpoints, MOVEit supports Phonero’s dynamic tech stack.

Results

With MOVEit, Phonero has significantly enhanced its operational efficiency, security and compliance. Key benefits include:

- **Zero Downtime in Billing:** Phonero processes massive volumes of billing data, especially around the end of each month, with uninterrupted automation. A failure in file transfers could mean a complete halt in invoicing, leading to severe reputational, financial and employment risks.
- **Broad Compliance:** The company meets strict EU, Norwegian and internal data security regulations, maintaining customer trust.

About Phonero

Phonero, a Scandinavian telecom company, serves business clients across Norway. The company is headquartered in Kristiansand and specializes in business telephony, IP solutions and smart switchboard services.

“MOVEit is mission-critical for Phonero. Without it, we cannot bill our customers, which could lead to potential financial disaster and even job losses for all 140 employees.”

Maroun Khalloul,
Senior DevOps Engineer for Billing, Phonero








Discover how MOVEit can deliver secure, compliant and automated file transfers for your business today.

About Progress

Progress (Nasdaq: PRGS) empowers organizations to achieve transformational success in the face of disruptive change. Our software enables our customers to develop, deploy and manage responsible AI-powered applications and digital experiences, with agility and ease. Customers get a trusted provider in Progress, with the products, expertise and vision they need to succeed. Over 4 million developers and technologists at hundreds of thousands of enterprises depend on Progress. Learn more at www.progress.com

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