

Ericsson to manage 75% of MTN Nigeria network infrastructure

By [Gabriella Mulligan](#)

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MTN Nigeria has selected Ericsson as the managed services provider for 75% of its network infrastructure, making Ericsson MTN's biggest managed services provider across Africa.



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Ericsson is to take on responsibility for the management, optimisation and field maintenance of MTN Nigeria's network infrastructure in Lagos, Abuja, Enugu, Port Harcourt and Asaba, constituting 75% of the company's local network - which counts 45 million subscribers.

MTN said the move is intended to allow the operator to focus on core business issues, and to concentrate on providing excellent customer service across all its network offerings.

"This engagement with Ericsson is a logical step forward in our strategy execution and is consistent with our commitment to deliver a bold new digital world to our customers across Nigeria," said Michael Ikpoki, chief executive officer (CEO) of MTN Nigeria.

Adding value to customer experience

"Leaving the management and maintenance of our infrastructure to Ericsson will allow us to focus even more on adding value to the customer experience on our network. We consider this partnership a joint investment in the growth of the telecommunications industry in Nigeria and a great opportunity to strengthen ICT knowledge and specialization locally."

The agreement sees Ericsson take over responsibility for the day-to-day operations of the majority of the MTN network in Nigeria for a five-year term, although MTN will retain full ownership and control of the assets, as well as being responsible for design, planning, and equipment purchasing.

"This agreement with MTN, Nigeria's largest telecom operator, marks a milestone for Ericsson in Nigeria and in the region. In managed services, we bring our global expertise and experience to benefit our customers and ultimately their subscribers' experience of the network," said Jean-Claude Geha, head of managed services at Ericsson.

Ericsson currently provides managed services to over 100 customers in 43 countries in Sub-Saharan Africa. In 2013, the company announced two new service delivery facilities would be constructed in Nigeria and in the Democratic Republic of the Congo (DRC), as well as a regional network operations centre in the Ivory Coast.

Ericsson said the developments in Africa are intended to ensure an enhanced level of services is supplied across sub-Saharan Africa.

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