

## **2operate signs contract with Sint Maarten-based TelEm Group for 2solve deployment**

**Barcelona, Spain – March 01, 2017 – 2operate announced today at Mobile World Congress that it has signed a contract with TelEm Group in Sint Maarten for the deployment of its award-winning 2solve solution for mobile network assurance. The contract is 2operate's first in the Americas.**

2operate has been selected by TelEm Group to provide an Operations Support System (OSS) solution based on its award-winning 2solve platform. 2solve helps mobile operators to establish efficient work processes in both network operations and customer care.

The solution is unique by using advanced algorithms for automated incident diagnostics, thereby boosting productivity, improving network quality, and securing satisfied customers.

The contract is a key milestone for 2operate since it is first in the Caribbean and Americas.

*"TelEm Group is a well-established brand in the Caribbean known for integrity and high ethical standards. We are very proud to be selected by TelEm Group to contribute to their network assurance and incident management processes",* said Christian Ingerslev Sørensen, CEO of 2operate. *"This contract is a result of our ongoing endeavour to expand globally after great success in recent years in our home market in Northern Europe".*

*"2operate has already demonstrated a solution to us which is unique by its user friendliness and ability to make technical data from the network available and useful to a larger part of our organization",* said Eldert Louisa, CTO of TelEm Group. *"In order to serve our customers in the best possible way, it is critical that network visibility and understanding is high. This has become even more important in recent years with the growing complexity of new technology and many new services".*

### **About 2operate**

2operate provides a unique Operations Support System (OSS) solution, 2solve, using smart algorithms to boost productivity in Network Assurance processes. The solution reduces incident handling time by enabling personnel in both Frontline Support and Back Office to detect and diagnose network incidents faster. 2solve achieves automated incident diagnostics on top of vendor-specific OSS data by exploiting advanced statistical algorithms and pre-configured knowledge bases.

Based in Aalborg, Denmark, 2operate has built a reputation for excellence and innovation. By working closely with its customers 2operate constantly seeks efficiency and simplicity in network operations.

For more information visit **[www.2operate.com](http://www.2operate.com)** or contact:

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**Press Release**  
**Barcelona, Spain**  
**02 March, 2017**



### ***About Telem Group***

The Sint Maarten Telecommunication Holding Group N.V. (TelEm Group) is a full service telecommunication company owned by Island Government of St. Maarten with subsidiaries in St. Maarten, the Dominican Republic and Curacao. TelEm Group delivers enhanced and expanded services, especially in mobile voice and data and broadband, to business, residential and visitor clients, locally and regionally. TelEm Group takes its Corporate responsibility very seriously and proudly plays an important role in all levels of the community through social, entertainment, educational, sporting and cultural stewardship.

For more information visit **[www.telemgroup.sx](http://www.telemgroup.sx)**.

### ***About Sint Maarten***

St. Maarten is located in the Caribbean at the northern end of the Lesser Antilles. The island was first settled by the Arawaks and then discovered by Christopher Columbus on behalf of Spain in 1493. Columbus sighted the island on November 11th, the holy day of St. Martin of Tours, and so named the island after him. In 1648 St. Maarten was peacefully divided between Holland and France, and today is the smallest landmass in the world to be shared by two sovereign nations. In 1954, Sint Maarten and several other Dutch Caribbean possessions became part of the Kingdom of the Netherlands as the Netherlands Antilles. In a 2000 referendum, the citizens of Sint Maarten voted to become a self-governing country within the Kingdom of the Netherlands. The change in status became effective in October of 2010 with the dissolution of the Netherlands Antilles.