

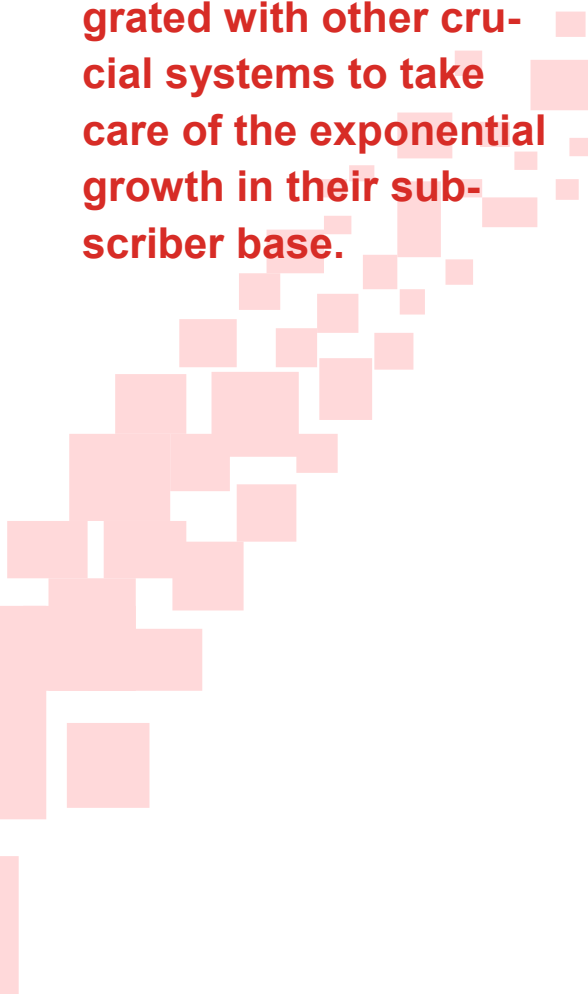


**Enabling Enterprise wide Convergence
and Consolidation of OSS and Varied Physical
Networks**

CASE STUDY : TELECOM

Enabling Enterprisewide Convergence and Consolidation of OSS and Varied Physical Networks

The network management was inefficient and was not fully integrated with other crucial systems to take care of the exponential growth in their subscriber base.



Business Case

Our client is a leading global telecommunications company with operations in 19 countries across Asia and Africa.

They had been using different GIS technologies having disparate database and applications for two of their LOBs (Lines of Business) and did not have any GIS for rest of the LOBs. They had also implemented a number of other specialized IT systems for operational support and there was an immense need to interlink all these systems with an enterprise-wide GIS to improve operational performance and decision making.

Expertise

The client being biggest telecom operator in the country, it was a challenge to seamlessly orchestrate its core business processes in a multi IT solution environment.

Infotech leveraged its deep telecom domain expertise gained through delivering a large number of projects for tier-I telecom operators globally and highly skilled manpower to deliver the 'one' solution required by the client to manage their huge physical as well as logical inventory across all networks.

By integrating the account activation process with key backend systems as billing, provisioning and order management, our client was able to cut the time required to activate new mobile accounts by 90 percent.

Benefits

Unification of Data Models to one Network Model across the organization and Common Data Exchange Standards enabled better planning for coverage, revenue, penetration and fiber mapping.

Automated feasibility brought down response time from days to few minutes helped in faster resolution of customer queries.

360° view of Network of all lines of business helped initiating many synergy projects resulting in new revenue opportunities. Central system helped reduction in network planning time and cost savings through improvement in engineering life cycle process.

Project Details

Infotech delivered a comprehensive solution that unified all their data and information facilitating easy management, maintenance and sharing of geographic data within different business units seamlessly. Infotech deployed three key solution strategies to deliver this solution:

- **Enterprise Network Resource Management:** An enterprise wide system that captures all the physical assets in the network based on a Unified Business Process across the organization.
- **Operations Support Systems:** Supports fulfillment of mission-critical services and service assurance processes by providing detailed physical & logical network inventory data to other Operations and Business Support Systems (O/BSS) through interfaces with the Enterprise GIS.
- **Enterprise-Wide Access:** Enables availability of mission critical data throughout the organization via the web to a wide variety of users to support operations, maintenance, marketing, finance and customer care.

About Infotech

Infotech Enterprises provides leading-edge engineering solutions, including product development and lifecycle support, process, network and content engineering to major organizations worldwide. With nearly two decades of continuous growth, Infotech leverages a "Global Delivery and Collaborative Engineering Model" to achieve measurable and substantial benefits for our clients. Whether your organization needs to design innovative products faster, optimize R&D costs, increase market-share, or enhance operational efficiency or maximize the return on investment in your networks, Infotech Enterprises is the ideal partner.

With Global Headquarters in Hyderabad, India, Infotech has 8,000+ associates across 30 global locations. We adopt a proactive approach to serve our clients with our best-in-class delivery centers in North America, Europe, Middle East and Asia Pacific. Our clients span multiple industries such as Aerospace, Consumer, Energy, Medical, Heavy Equipment, Rail, Semiconductor, Telecom and Utilities and include 22 'Fortune 500' and 27 'Global 500' blue chip organizations.

In order to consistently create and deliver services that exceed clients' expectations and enhance their business agility, Infotech employs a framework of robust internal processes to ensure IP Security, quality-of-solution and on-time delivery. Our quality management framework is compliant to global standards which include: ISO 9001, ISO 27001, TL 9000, AS9100B, ISO 13485 and CMMi Level 5.

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