



Our Client

The wholesale division of a leading European Telecoms Carrier

The Challenge

The goal of the project was to provide a custom integrated Business Support System (BSS) to predict and minimize penalties for customer orders and faults received from Other Licensed Operators (OLO) under defined Service Level Agreements (SLA's), alerting operations of the risks.

This project required a coordinated effort across a number of partner companies to ensure a successful outcome. Amartus provided key design, engineering, test and project management expertise for the project.

The Solution

This was a complex problem involving deep integration with both legacy & new systems under development at the Carrier.

The initial phase of the project involved detailed mapping of the system relationships and complex rules governing the processing of orders/faults and their associated SLA's. The team worked closely with the client to detail these requirements.

The solution 'eavesdropped' to track order/fault work-flows initiated by main order/fault management systems. Each order/fault work-flow had a number of well defined process points indicating the status of the order/fault. The solution was built on the latest Microsoft® .NET platform. The different systems involved communicated by sending messages via a central message broker. As messages were received they were analyzed and loaded into the tracking systems database. Users of the tracking system were able to query and report via a secure Web based GUI to ascertain the status of orders/faults and the incurred / likely to be incurred penalties at any time.

The system dealt with large volumes of orders/faults of varying types and was integrated with a number of other systems under development. The testing phase of the project was extensive, requiring the design, set-up and execution of an extensive suite of test cases.

The Benefits

Amartus worked in close cooperation with its partners and the end customer to design, build and deploy a custom solution that addressed the unique requirements of the Carrier. Together we applied our knowledge of the Telecoms Carrier environment combined with strong technical delivery & project management skills to delivery a robust, scalable and future proof solution to the client.

Our Strengths

- Over 15 years experience developing software systems for Telecoms and Networking Carriers & Service Providers
- Experts in building highly scalable enterprise solutions
- Proven track record in successful delivery of projects on-time and to budget
- Mature dedicated teams of highly experienced solution analysts, architects, designers and engineers
- Ability to seamlessly work with partners and clients to analyze, design and deliver fully integrated solutions into Carriers & Service Providers
- 'One team' engagement process with quick turnaround, minimum ceremony & low overhead

About Amartus

- Headquarters in Ireland, with development centres in Dublin & Eastern Europe
- International client base (US & Europe)
- Sole focus on Telecoms software systems development
- Proven track record in New Product Development (NPD) & integration projects
- Mature, dedicated teams of engineers
- Long term relationships with a small number of key client companies
- Proven iterative software development process
- Low staff attrition
- Strong client IPR protection