



Aricent's solution enabled the customer to handle up to 500 Million requests per day

Implementation of a Highly Scalable Mediation and Provisioning System for a Leading Service Provider in Asia

Customer Profile

The customer is one of India's largest private telecom service providers with a footprint in several countries across Asia. The company offers world-class wireless and wireline broadband and telephone services to over 100 Million subscribers. The company also offers end-to-end telecom solutions to enterprises.

Customer Challenges

- Need for provisioning and mediation systems that would support over a 100 Million subscribers
- Multiple stand-alone solutions that required manual intervention resulting in errors
- CDR collection and service provisioning for multi-vendor network elements, implemented across a wide geography
- Need to process more than 2 Billion CDRs and fulfill up to 500 Million requests per day

Solution

- Aricent AMS was integrated with 200+ Network Elements, supported multiple CDR formats and multiple networks
- Implementation of Aricent's SPP enabled the processing of more than 500 Million requests per day

Results

- Faster deployment of features resulting in quick launch of new services
- End-to-end 'integrated fulfillment process' enabled seamless integration with a huge number of diverse network elements
- Dramatically improved scalability to provision hundreds of millions of subscribers per month

Why Aricent?

The company selected Aricent for its proven track record in implementing feature-rich and user-friendly Active Mediation Systems (AMS) and Service Provisioning Platform (SPP). The technical superiority of the solutions - including rich feature set and capability to be integrated with diverse Network Elements (NE), as well as robustness, stability and scalability were key considerations.

Aricent's willingness and capability to provide a solution that was tailored to address the customer's key concern of seamless integration set it apart from the competition. Finally, a large list of successful implementations with Tier-1 service providers convinced the customer to choose Aricent.

Customer Challenges

The customer continued to expand and provide services to tens of millions of new subscribers a month. As such, the company was looking for a highly scalable, reliable and cost effective activation and mediation solution that integrated well with its other IT systems. The existing solution relied on manual inputs and was prone to human error. This often led to subscribers' dissatisfaction and, more importantly, loss of revenue. The company needed an efficient system that collected call records across multi-vendor network elements deployed in different countries.

The company wanted to continue to differentiate itself by rapidly introducing new services on devices such as the Blackberry, which came with its own set of challenges in service provisioning and billing. This mandated the need for a highly flexible provisioning solution.

Aricent Solution

Aricent's solution took into consideration all the existing and future requirements of the customer for system stability and scalability, nature of support and commercial aspects.

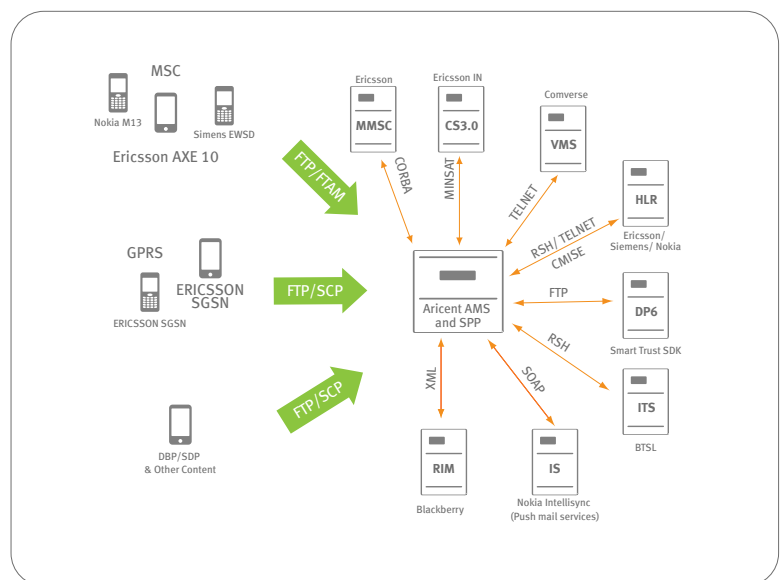
Aricent engaged with the customer to develop the architecture, the consolidation roadmap and detailed use cases. Next, Aricent seamlessly integrated its AMS and SPP solutions with the customer's network, providing end users with a user-friendly and highly accessible system to manage their services with minimal turn-around time.

Aricent's AMS collects and aggregates call and event data from multiple network elements and distributes them for multiple usage including billing and fraud management. AMS is capable of collecting accounting information both in Real Time (packet based) and Near-Real Time (file-based) scenarios. AMS supports multiple protocols and provides the ability to support a variety of business rules on any network including 2G, 2.5G, 3G, IP, WiMAX, PSTN, etc.

The AMS deployment for the customer integrates with 200+ Network Elements supporting multiple CDR formats. The implementation is based on a centralized architecture and also provides for a disaster recovery site.

Aricent SPP deployed at the customer site, is a feature rich, real-time, flow-through service activation system. It supports the entire fulfillment process from the initial order to order decomposition, service instance design, resource assignment, service record decomposition, service turn-on and finally upstream notification. The SPP solution processes more than 500 Million requests per day.

Aricent AMS and SPP solutions have been successfully supporting the operator to offer GSM, Fixed, Broadband and 3G Services.



Results

The Aricent solution ensured that the customer was able to quickly deploy new services and features thereby continuing to rapidly gain marketshare. The highly flexible platforms from Aricent ensured seamless integration with a large number of multi-vendor network elements and provided consistent and accurate call records, thereby ensuring error free billing. The customer was able to achieve breakthroughs in performance and scalability resulting in the addition of millions of subscribers with ease. The solution ensured that the customer's IT operations team was able to centrally manage and administer a variety of processes, based on real time insight, resulting in a highly efficient system.

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