



*Aricent deployed
VAS solution in
130 countries
across 6 continents
simultaneously*

Global Deployment of Mobile Messaging Solutions and VAS for a Leading Provider

Customer Challenges

- Provide extensive worldwide deployment services, addressing far and remote geographies spanning across almost all the continents
- Establish a PMO to independently manage simultaneous deployments
- Assemble a team of engineers with relevant product knowledge, domain expertise and skills in record time with the flexibility of scaling up or down as needed

Solution

As part of the engagement, Aricent

- Created in-house labs for pre-deployment rehearsals and MOP
- Provided deployment services for more than 280 end-users across 200 plus locations worldwide. The services included:
 - Deployment - onsite installation and commissioning
 - Maintenance - remote and onsite
 - TAC - onsite
- Created a peak team size of 80+ engineers

Results

- Aricent's approach and processes significantly improved the customer's overall deployment practice and methodologies
- Significantly improved end- customer satisfaction
- Provided resource scaling flexibility under changing demands

Why Aricent?

After evaluating multiple vendors through an exhaustive RFP process, the customer chose Aricent. The primary reason for their choice was Aricent's extensive domain knowledge gained through the delivery of a broad range of messaging products over many years. Aricent's experience of working with diverse geographies and ability to manage the logistics of travel and accommodation at remote locations tilted the balance in Aricent's favor. Additionally, the customer was impressed with Aricent's proven ability to quickly scale engineering resources to meet stringent budget and development timeline requirements.

Customer Profile

The customer is a provider of software and systems, enabling network-based multimedia enhanced communication and billing services. As a global leader in providing mobile messaging and other VAS products to various service providers, the customer's portfolio includes value-added messaging, personalized data and content-based services, prepaid, postpaid and converged billing and Internet protocol (IP) communications.

Customer Challenges

The customer was facing logistical challenges in providing deployment services in regions spread across the globe. Additionally, they were incurring heavy costs in maintaining skilled resources during slack periods. As a result, they were seeking to partner with an organization with diverse capabilities, ranging from the ability to manage the traveling and accommodation logistics at remote locations to providing domain expertise and PMO services.

Aricent Solution

This engagement required Aricent to provide a multitude of services, including product R&D, product sustenance, deployment and post-deployment support.

Aricent worked closely with the customer to create an in-house lab for deployment rehearsals and MOP, alongside a spoke-and-hub model for the PMO, with both centralized PMO and regional PMO teams. Aricent provided a range of services, including:

- Deployment
 - Installation and commissioning
 - Integration
 - Mass software upgrade
 - System capacity upgrade
- Maintenance
 - Tools and utilities development for remote management
 - Critical process automation
- TAC
 - New product introduction
 - Migration
 - Bug fixing

Results

Aricent's solution helped the customer successfully off-load several non-core activities such as logistics management of material shipment, travel etc, allowing them to focus on their core businesses. Additionally, they were able to confidently out-source the integral deployment activity to Aricent. Aricent quickly ramped up a core team of 14 people in two weeks and added 70 skilled engineers in three months to provide deployment services across the globe – with strict compliance to the SLAs laid out by various end customers.

Aricent's proven expertise; deep domain knowledge and the ability to quickly adapt to changing requirements (for both existing and new features) reduced the risk associated with new product deployment for the customer.

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