

ODC for an OSS Product Company

Client: A Major Vendor in the OSS Software Industry
Location: UK

Client Description

The Client is a leading provider of Operational Support Systems (OSS) solutions addressing the entire Network Lifecycle Management space for Telecom Service Providers.

Their robust product provides complete and fully automated, service fulfillment suite that empowers Service Providers to introduce new services in short timelines while ensuring a comprehensive view of the entire network.

The client product suite is fully integrated with other leading BSS solutions and this allows for improved operational efficiency in servicing customers right from billing stage and providing an end-to-end visibility of services and the network. This helps in improving service levels in customer-centric areas like fulfillment and assurance.

Business Need

In a highly competitive OSS market, the client wanted to roll out a new product suite within a short period of time. But it was facing constraints like lack of people with enough knowledge of existing product suite and knowledge of diverse platforms and technologies that the new product suite was supposed to support. This led to the client seeking a co-development partner to assist in new product development

Solution Offered

Blue Star Infotech (BSI)'s existing relationship with the client was in providing Professional Services including Product Implementation. This had given BSI knowledge of the entire product suite. In addition BSI had expertise in collaborative product development across diverse platforms. The client asked BSI to setup a dedicated Offshore Development Center that would:

- Reduce time-to-market for new releases of the product suite
- Build a pool of experts on the product platform which would be leveraged by client across the entire PLC including implementation and support of Cramer installations.

BSI initiated the activities by first forming a core team which was deployed at the client location for understanding various aspects required by the ODC. This included:-

- Acquiring product knowledge and the needs of End Customers (Telcos) at various stages
- Working in development cycles at various phases of the releases, thus by creating a good knowledge base for the offshore work.
- Setting up the offshore development center for Cramer and moving the core team offshore
- Forming multiple teams based on the release plans.
- Understanding the product releases and resource requirements of client and planning a suitable resource deployment plan.

New Product Development:

The ODC setup by BSI worked on helping the client release its latest product suite. This suite focuses on enabling convergent Service Providers introduce "Next Generation" services to the market in a short period of time. The suite would be able to manage both new and old technologies simultaneously from a single platform and thus help in de-fragmenting the OSS environment.

The ODC was involved in co-development of various modules and adapters for the suite including:

- Cable Manager: Module providing complete support for modeling physical network infrastructure
- Activation Engine: Module for delivering complex bundled services to a variety of Next Generation Network devices and servers
- IT Manager: Modeling module for IT infrastructure to enable an end-to-end view of connectivity from network to customer premises.

The ODC also helped in developing various installers and wizards to deploy various modules in cross platform, cross application server environments.

Platform Testing:

One of the core requirements of the new suite was that it had to prevent fragmentation in an OSS environment by being able to manage different technologies from a single platform. The ODC was involved in comprehensive platform testing of the new suite ensuring that it worked on different platforms involving operating systems like Windows, different Unix based systems and application servers.

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Product Implementation:

In addition to the ODC, BSI has a significant number of its people helping the client in its implementation projects worldwide. The product suite is rapidly being adopted across world by Service Providers to efficiently manage their network and BSI's experts on the product platform are working with the client to help it scale its operations.

Customer Support:

BSI had invited product trainers from the client to train a group of people in BSI to handle support activities for the client's customers worldwide. This group now handles customer in UK and US and performs highly end support work in terms of not only technology but also domain. The group gets to work on relatively untouched areas of application servers, LDAP servers, database servers, and different protocols while interacting with highly sophisticated end users in the telecom industry.

BSI has been involved in the entire product lifecycle of client product suite and has been able to help the client in rapidly increasing its footprint. Not only has BSI been able to work on core product development, but also is interacting with the end clients of the client for Professional Services and Support. There is an excellent working relationship between the client and BSI for the past 5 years and work is already underway in new activities planned by the client.

TECHNOLOGY

- Windows NT, SUN SOLARIS, HP-UX, IBM –AIX
- Core Java, JFC (Swing), J2EE (Servlets, JSP, Struts, EJB, JDBC), JMS
- WebLogic, WebSphere, OC4J
- Oracle 9i and 10g, PL/SQL
- Web Services, XML/XSLT, HTML/XHTML1.0/JavaScript
- SSO, LDAP/ Java Logging API, LOG4J, ANT, SVG

Benefits to Client

- True partner complementing client capabilities across the entire product lifecycle
- Significant contribution to deliver business benefits demanded from OSS projects in customary rapid time frame in development and implementations
- Low-risk product delivery using BSI structured implementation methodologies and Best Practices and providing right processes, product and governance skills.
- Significantly lower costs of development and support

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