

Offsite Implementation of Cramer5 with a Major System Integrator



Client: A Global System Integrator with expertise in Cramer Products
Location: Dubai

Client Description

One of the world's largest System Integrators with expertise in implementing Cramer products globally.

Business Need

In the rapidly growing business hub of Dubai, a new telecom company has been setup which provides integrated communications solutions, comprising voice, data, and video content- over fixed and mobile networks. This operator provides its services to more than 19,000 residential and business customers in the free zones and Dubai Internet City, Dubai Media City, DIFC, Emirates Hills and Dubai Marina and will be providing integrated telecommunications infrastructure for new projects set up in these localities.

The operator wanted to implement Cramer5 for the following reasons:

- Manage current and future OSS requirements
- Consolidate existing inventory systems to provide an accurate and comprehensive view of network resources enterprise-wide
- Streamline and automate processes, as well as to enforce business and technical rules

While Nokia is the network infrastructure builder for the operator, Cramer5 is being implemented by the client which is a global SI with expertise across all Cramer products. For its knowledge on Cramer and proven experience of working from an offsite model in Cramer, Blue Star Infotech (BSI) has been chosen by the client in the implementation project.

Solution Offered

BSI is assisting the Service Integrator (SI) in Cramer5 implementation lifecycle. The unique aspect of this implementation is that it is being executed in a distributed shore model with the majority of the work being executed from offshore by the SI and BSI teams. For the SI, it is the first instance where they are implementing SyncEngine- a reconciliation module of Cramer5 suite- from offshore. Work on Cramer is being done in the following areas:

- Data Model of 2G devices and 3G devices (physical), connectivity details (logical), process design & modeling (Task Engine Template) and Wizard and Reports customizations for Cramer5 tools
- Synchronization of inventory with the source system- initial inventory dataload (load client's network data),

reconciliation (compare, correlate and identify discrepancies between client's Cramer5 system and external network), corrective synchronization (manual/automatic)

- SyncEngine Adapter development for the client's network source system

Certain critical factors that have helped in the success of Cramer implementation from a dual shore model are:

- A judicious mix of resources between the operator's site and offshore delivery center
- SI's extensive experience in OSS space combined with BSI's expertise in Cramer and the offshore delivery model
- A well documented phased transition process with built in quality gates to ensure quality deliverables

TECHNOLOGY

- Technologies: Cramer5, Oracle Database, Oracle Application Server, Java
- Platform: HP-UX10.2 (9000Series), WindowsNT4.0 / Windows2000 Client
- Tools: Toad

Benefits to the Client

- BSI's knowledge on SyncEngine has helped the SI in its first offsite implementation of SyncEngine
- The structured offshore processes of BSI have been leveraged by the SI for successful offsite implementation
- By working with the BSI team, the time for implementation has been drastically shortened while at the same time, costs for the SI have reduced substantially

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