

**Client:** A Pan-European Network Operator  
**Location:** Europe

## Client Description

The company has one of the largest and most advanced voice and data networks in Europe. Its fibre optic network connects 77 cities in 21 countries in Europe and runs across more than 35,000 route kilometers.

## Business Need

The client had implemented Cramer4 to manage his network inventory. After two major releases of Cramer5 and Cramer6, the client was finding it hard to support an older version of Cramer due to lack of enough skilled people on a legacy platform. This was proving detrimental to the client's business interests. While migrating to the new platforms of Cramer was an option, the more immediate need was to sustain the existing implementation.

## Solution Offered

Blue Star Infotech (BSI) has been working on Cramer for the past 4 years and has been engaged with Cramer across the entire product lifecycle- from co-development to implementation and support. BSI's expertise encompasses Cramer4, Cramer5 & Cramer6.

To address the client's immediate issues for Cramer4 sustenance, BSI quickly formed a team with the necessary skills on Cramer4. Structured around a dual-shore model, this team is responsible for complete project co-ordination and post-implementation support for the existing system.

The BSI team, in conjunction with the key users of the client, gathers all the specifications of the required changes in the existing models and from 3rd party vendors. A thorough business analysis is then done and work packets are carved out of these specifications. A few work packets are merged to form a release which typically happens every fortnight. Each release might comprise of bug fixes, enhancements or implementation activities. The current activities include:

- Development on new models of devices (e.g. OCC10\_E cards, Alcatel 1696 platform, Cisco3560)
- Creating new port utilization reports and migration scripts like replacement of 3 GBIC card with 4 GBIC card
- Customization of existing features like template cleansing and quick-find searches

BSI has defined a streamlined process for testing which ensures that each release undergoes thorough testing at both pre and post deployment stages. The BSI team prepares test acceptance scripts which are executed for each release on two different environments and only then are deployed on the production server. A final round of testing is further done using these scripts on the production server which ensures a high level of service assurance for the client.

The team also provides end user support and helps in areas like new user training, training for new features, solving usability problems and removal of bugs.

BSI's team has been structured with a heavy offshore emphasis to optimize the dual shore model and its process-based orientation has helped the client ensure smooth support operations.

## TECHNOLOGY

- Cramer4
- PL/SQL
- VC++

## Benefits to the Client

- Support & sustenance issues on a legacy platform have been addressed by the BSI team thereby enabling the client to focus on its migration process to a new platform
- A process based approach to support and the dual shore model have been effectively leveraged to reduce the turnaround time and overheads for the client

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