



## Application maintenance and support for a leading telecom provider resulting in improved productivity

CASE STUDY | APPLICATIONS | TELECOM

### Highlights

Application maintenance and support for a leading telecom provider

### Client Type

Consumer markets, business markets, and wholesale markets – Full Services local telecom provider

### Industry

Telecom

### Type of Work

Applications Transition and Transformation, Application Development, Application Maintenance and Support

### Skill Set

**Legacy:** COBOL, IMS, CICS, DB2, AS 400, CL400

**Client Server/Open systems:** Oracle, Unix, Informix, SAS, Actuate, Teradata, Progress, MapInfo, SmallTalk

**Web Technology:** Java, J2EE iPlanet, Weblogic, Crystal Reports, XML, Lotus Notes, VB, ASP, .Net

## Mphasis provided production support and maintenance for the IT system of a leading telecom provider thereby resulting in high customer satisfaction and productivity improvement.

### The Client

A leading provider of communication services that includes reliable local and long distance home phone service, high-speed internet, wireless, and satellite TV

### Objectives

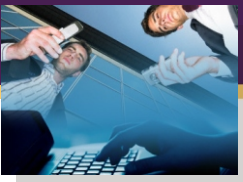
- Rapid, economic introduction of new/next generation products and services
- Cultural transformation with process revision/ integration
- Application portfolio simplification and right sizing
- Retain and grow customer base
- Single company to the marketplace
- Horizontal versus vertical (present environment is vertical towers)
- Zero touch provisioning/3600 customer view/end-to-end workflow
- Cash preservation
- Add business value by including IT, Apps and industry segment innovation
- Immediate and systemic cost savings
- Minimize solution risk

### Challenges

- Diverse technologies, diverse applications portfolio, with many small applications
- End-to-end delivery from offshore
- High utilization target
- 24x7 on-call support for all applications
- Several mission and contract critical applications with stringent SLA penalty hours
- Frequently changing business conditions, Technology direction change, COTS packages, etc.

### Solution

- Core team engages with business from conceptualization stage
- 24 x 7 support
- Requirements gathering through User Acceptance Testing
- Consulting support for large data conversion project
- Interaction with third party vendors
- Process deployment
- Flexibility to cope with fluctuating workloads and minimal project start up time , often less than 30 days
- Proactive correction to prevent high severity incidents
- Performance tuning of batch jobs leading to significant runtime improvements



- Creation of reusable components
- Reduction in user raised ticket counts
- Progressive and rapid improvement in forecasting and estimating

#### Benefits

- Increased revenues from e Commerce
- SME resources with end-to-end delivery capabilities, and full application knowledge
- Productivity improvement
- Established Metrics / Status reporting to client – Strong escalation procedures
- Delivery excellence (handle volumes/size)
- Comparable communications experience
- Business Agility
- Seamless customer experience

#### About Mphasis

Mphasis is a leading Applications, Infrastructure Technology, and BPO services provider. The company delivers real improvements in business performance for clients through a combination of technology know-how, domain and process expertise. With currently over 36,000 people, Mphasis services clients in Financial Services, Manufacturing, Healthcare, Communications, Media & Entertainment, Transportation & Logistics, Energy & Utilities, Consumer & Retail, and Governments around the world. To know more, visit [www.mphasis.com](http://www.mphasis.com).

For more information, contact: [sales@mphasis.com](mailto:sales@mphasis.com)

**USA:** 460 Park Avenue South, Suite #1101, New York, NY 10016, USA  
Tel.: +1 212 686 6655, Fax: +1 212 686 2422

**UK:** 88 Wood Street, London EC2V 7RS, UK  
Tel.: +44 20 85281000, Fax: +44 20 85281001

**AUSTRALIA:** 410 Concord Road, Rhodes, NSW 2138, Australia  
Tel.: +61 290 221 146, Fax: +61 290 221 134

**INDIA:** Bagmane Technology Park, Byrasandra Village, C.V. Raman Nagar, Bangalore 560 093, India  
Tel.: +91 80 4004 0404, Fax: +91 80 4004 9999

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