

CASE STUDIES

TELCO



**Client:**

One of the largest media and telecommunication companies in Poland – part of a Polish capital group

Product / Service:

Delivery of a Test Factory team for a large transformation in the telco industry

Industry:

Telco

Goal:

To deliver comprehensive CRM, Billing and Customer Service systems to a telco company

Challenges and **problems**

- * Analysis and testing documentation not up to date
- * Test phases started before final development delivery
- * Limited engagement of business on client's side
- * Cooperation with leading international vendor and several supportive subcontractors
- * Aggressive schedule for testing required an experienced test team



- * Testing environment issues

Tasks

- * Delivery of a qualified testing team
- * Analysis of technical documentation, test scenarios and test cases provided by external vendor
- * Test planning and test management
- * Delivery of test scenarios and test cases
- * Test execution and test reporting
- * Test data preparation
- * Defect management, including assignment of defects to analysts / external vendors and retests

**Client:**

One of the leading mobile network operators in Poland

Product / Service:

Creating control for a new platform for billing prepaid clients

Industry:

Telco

Goal:

To design, develop and deploy a set of new control methods for the newly created billing system

Challenges and **problems**

- ★ Analysis of the new billing platform, new services, free units, relations between them and analysis of the billing method
- ★ Developing a migration plan for clients from existing control methods to new ones
- ★ Rewriting the existing code from scratch, including the optimization techniques
- ★ Finding where the new systems store the information needed for controls defined by the business (e.g. regarding usage limits)

Tasks

- ★ Designing and building 11 new usage controls — comparison of individual events at the MSISDN level
- ★ Designing and building 9 new configuration controls — comparison of individual parameters at the given MSISDN level
- ★ Migration of existing 20 reports to the new platform, rewriting the code in PL/SQL from scratch



- ★ Migration of existing workflows in Informatica as well as designing and adding new ones
- ★ Writing a new loader for loading CDRs from the new system
- ★ Designing new OLAP cubes and views that supply them
- ★ Conducting tests with a business team



Client:

One of the leading mobile network operators in Poland

Product / Service:

- Online cluster for monitoring applications / systems / containers and infrastructure based on collected metrics and logs
- Integration with monitored systems
- Integration with the Umbrella Monitoring System
- Alarm generation
- Online dashboards
- Business analyses with owners of integrated systems

Industry:

Telco

Goal:

To deploy a system for monitoring applications / systems / containers and infrastructure based on collected metrics and logs

Challenges and **problems**

- ★ Lack of customer experience with selected technology – inadequate technology for some requirements
- ★ Open source technology — insufficient documentation, no authentication and authorization mechanism and no possibility to purchase a license for a given functionality
- ★ Lack of dedicated infrastructure — insufficient resources
- ★ Lack of defined requirements

Tasks

- ★ Upgrading the existing environment to a newer version and changing the configuration
- ★ Securing the environment, implementing the authentication and authorization mechanism module
- ★ Implementing alerting module
- ★ Integration with the Umbrella Monitoring System
- ★ Business meetings and analyses with owners of integrated systems
- ★ Proposals for integration, alert rules, dashboards
- ★ Integration with monitored systems
- ★ Creating dashboards
- ★ Creating alert rules
- ★ Administrating and maintaining the environment
- ★ Creating the architecture of the next version of the environment



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