

Case study: Development of a shared service component & Industrialization

Client

UK based ISV

Industry Sector

IT Software

Business Challenge

Telecom service providers often use systems, which host applications that are highly dependent on backend databases and hardware. This necessitates a shared platform to publish their services and transact essential content from databases, commonly utilized by multiple end-user services. The ISV was looking at developing a solution, as part of their overall offering that would process calls and apply appropriate rules, regardless of the type of network and the support available for it, without compromising on performance. Speed was a main criterion.

Description

The client, acclaimed for providing high-performance transaction processing software in UK, required a shared service layer, which would provide network operators working with Telecom Service Providers, with an open infrastructure. The layer would enable them to deliver real-time content and services to all categories of mobile instruments over different networks.

The Strategy: The Torry Harris Offshore Product Development (OPD) team, comprising certified professionals on the ISV's product, went to work along with an architect from the ISV to clearly identify the components and design the solution. The entire offshore team got familiar with a new technology required to develop the components and delivered the project to the ISV within a short span of 7 months.

The OPD team, as per the specifications given by the ISV, designed the product to manage calls independent of the type of the network used (2G, GPRS or 3G) and of the kind of support provided (SMS, Data, Voice).

The components were developed such that they were highly configurable. Reusable software components along with open APIs between different layers were incorporated so that new systems could be easily integrated or "plugged in". The standard product development processes were followed complete with the full product testing and documentation.

The Outcome: Torry Harris developed robust and highly efficient shared service component as part of the ISV's offerings to the Telecom Service Providers, which was designed to manage approximately 10,000 customer requests at a given time. Professional technical writers offshore prepared a detailed & complete documentation of the component, which was handed-over to the ISV. SEI CMM Level 5 certified processes were followed to ensure a high quality deliverable.

The component facilitated delivery of multiple content types to a variety of handsets. It rendered the operators flexible in terms of updates and evolution of services.

Network Elements:

