

Fraud Detection-Telecom

How THBS Helped

Torry Harris Business Solutions (THBS) was chosen by the Telco to undertake all 'Level 3' support and development activities for the system, due to its track record in managing large and complex transactional systems.

THBS is currently executing this assignment using the combination of resources placed onsite and offshore. The resources are grouped into two streams - One of the streams deals with all 'Level 3' support activities while the other deals with all development activities. In order to plan releases better and to leverage expertise across dual streams, the project management has been kept common.

CLIENT BENEFIT

**“99.9 % production uptime
for business critical fraud
detection system”**

The assignment started with a knowledge acquisition phase, wherein a team of consultants located at the Telco premises underwent training on the system and understood its components and functionality. During this phase, the transition of the system to the THBS offshore team was also planned out, in terms of the activities to be undertaken for moving the entire codebase and the setup of development and test environments.

This was followed by a transition phase. Apart from understanding the functionality of the system, the teams also setup the offshore environment, based on the plan drafted earlier.

Subsequent to the setup of the offshore environment, THBS provided the support services in accordance to the SLA's signed up with the customer.

THBS engineers located onsite or offshore are on-call 24x7 and all SLA's have been met till date. Delivery of all code developed by the offshore team to the Telco and configuration management of the same is performed through the dedicated link THBS maintains with the customer.

CLIENT

Leading Telecom Service Provider, UK

BUSINESS CHALLENGE

For any Telecom Services Provider, the requirement for a robust fraud detection and management system is critical, as late or non-detection of cases of fraud can lead to significant revenue losses. Also, the functionality of such a system should keep pace with new technical developments taking place in the telecom space, as all of these are opening up new avenues for fraud to be committed. The client was faced with the challenge of having their custom-built fraud detection and management system maintained such that it could operate on a 24x7 basis and provides all the required functionality to detect fraud with respect to all the new innovations in the telecom space. The system would also need to scale seamlessly in order to handle the steady growth in the client's subscriber base.

Value Delivered

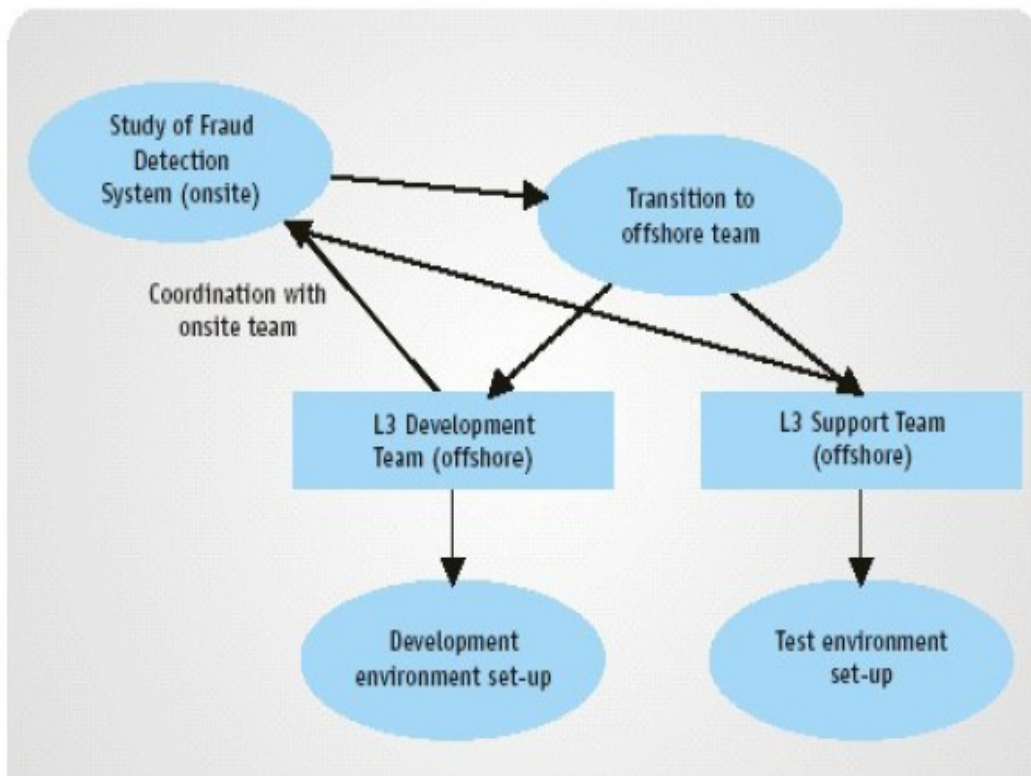
The mix of onsite and offshore resources used by THBS has provided a cost-effective model for the client. This model has also allowed THBS to take advantage of the time difference between UK and India and hence reduction in turnaround time.

THBS has also maintained a shadow team at no extra cost to the customer. This team is trained on the system and can be part of the core team whenever there is a spike in the activities that are to be performed.

The expertise that THBS possesses, on complex transactional systems has ensured the smooth functioning of the system on a 24x7 basis, causing minimal impact on the business.

THBS is in the process of developing a fully automated regression test pack for the system, which will bring down testing timeframes for releases significantly.

Level 3 Support (24/7) - Fraud Detection System (200m transactions/day)



About THBS

Torry Harris Business Solutions is a US base IT service provider with development facilities in India and China. The company started in 1998, has for several years delivered a large variety of middleware services to enterprise clients around the world. Now, with a large pool of highly skilled technologists and rapidly growing, the company remains focused on middleware and integration space, implementing large projects across the US, Europe, the Middle East, the Far East, APAC and ANZ region as well. The company is committed to Service Oriented Architecture (SOA), which it sees as the logical movement to follow the phenomenon of distributed computing in late nineties, where THBS was clearly the market leader in implementing onsite/offshore delivery model.

For more information, write to us at info@thbs.com or soa@thbs.com.