Case for **Telecom Provider**

Quality Assurance of the Telecom Billing System for Telecom Carrier

Smooth and Uninterrupted User Experience During System Migration with a Set of Testing Services

Industry: Telecommunications   **Location:** Ukraine   **Employees:** 3,000+

About the Client

Our client is one of the largest national mobile operators providing millions of customers with cutting-edge mobile voice communications, messaging, fixed data, 3G/4G data, and mobile TV services.

Executive Summary_

Goals

Ensure a smooth and risk-free integration of a new billing system for a major mobile operator, minimizing disruption and maximizing business continuity.
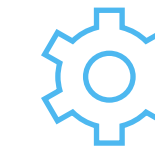
Solution

Holistic Telco-focused Quality Assurance to Support Billing System Migration.

Benefits

○ Uninterrupted Innovation

○ Faster Time to Market

○ Zero Downtime & Risk Mitigation

Services delivered

Telco-focused Quality Assurance.

Business Challenge_

A telecommunications company faced a critical challenge: integrating a new unified billing system into their existing IT infrastructure with minimal disruption to ongoing operations. To ensure a smooth implementation, they required a trusted digital solutions partner with proven expertise in:

○ **Quality Assurance:** Implementing rigorous testing processes to minimize bugs and ensure system stability.

○ **Telecom Project Experience:** Deep understanding of the complexities of telecom billing systems and their integration challenges.

Solution_

To achieve seamless integration of the new telecom billing system, Infopulse QA specialists collaborated closely with the client's technical team. As part of our comprehensive approach, we:

○ Performed a full-cycle testing strategy of the new billing system aligned with technical and business requirements

○ Arranged and implemented the testing processes

○ Provided a complete suite of QA services, including integration, functional, and acceptance testing

○ Executed a workflow for the regression test model, minimizing downtime

○ Ensured business continuity during the billing system migration

○ Supported the implementation of turnkey software projects within the service business model and ensured their conformity with the technical and operational criteria.

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Technologies & Tools

SIGOS   SIGOS

hp ALM   HP ALM

SQL   SQL

UNIX   Unix

Java   Java

SOAP SIMPLE OBJECT ACCESS PROTOCOL   SOAP API

Business Value_

Infopulse's holistic software quality assurance strategy empowered the client to achieve a smooth and successful implementation of the new billing system. This resulted in several key benefits:

○ **Ongoing Innovation:** The client gained the agility to introduce new tariffs and services without disrupting user experience or business continuity.

○ **Seamless User Experience:** Exceptional user experience and stable telecommunication services were maintained throughout the system migration.

○ **Increased Efficiency:** Reduced test execution time translated to faster implementation and cost savings.

○ **Mitigated Risks:** By identifying and resolving potential issues before launch, the client avoided financial and reputational risks associated with system errors and downtime.

About Infopulse

Infopulse has over 30 years of experience helping businesses in the telecom industry. We build custom OSS/BSS software, manage and secure telecom networks, and offer solutions like BPO, roaming & network management, and 24/7 network monitoring. We've helped hundreds of companies, from startups to the biggest ones, and focus on making their operations effortless and keeping them up-to-date with the latest technologies and complex services, such as IREG testing.

Infopulse is trusted by many established brands, such as BICS, LMT, VEON, Vodafone, Allianz Bank, Bosch, Credit Agricole, Delta Wilmar, ING Bank, Microsoft, Metinvest, Offshore Norge, OLX, OTP Bank, Santander, SAP, UkrSibbank BNP Paribas Group, Zeppelin, and others.

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