

bics

Global Telecom Company Runs like Clockwork

Worldwide telecom business runs smoothly with a complete portfolio of BSS & OSS applications

Industry: Telecom Location: Belgium Employees: 500+

Website: www.bics.com



Global Telecom Company Runs like Clockwork

Business Challenge

Develop tools and solutions to support complex traffic management and the work with over 3,000+ suppliers around the globe; modernize systems that were outdated or lacked critical features.












Solution

Development and 24/7 support of a portfolio of OSS and BSS solutions, totaling 60+ applications.

Business Value

- Proactive issue solving
- Reduced costs & time-to-market
- Effective management of resources and traffic

Technologies:

 Java	 Oracle	 Spring	 Hibernate
 JBoss	 Apache	 VMware	 .NET Framework
 WCF	 WPF	 MS SQL and others	

Client Background

BICS is recognized in the wholesale communications market as a top global voice carrier and the leading provider of mobile data services. Its innovative suite of solutions for Voice, Messaging, Data & Connectivity, Business Intelligence & Analytics, Fraud & Authentication, Roaming, MVNE and Asset Monetization bring value to customers' businesses by enabling them to offer state-of-the-art communication services.

Headquartered in Brussels, Belgium, it has over 1,000+ customers, including more than 400 mobile data customers, and employs 500+ staff worldwide.

Business Challenge

BICS has over 3,000+ suppliers around the globe. The company has to deal with astonishing numbers of price positions and complex traffic management and accounting. In Global Telecom Business, the whole market is split into traffic customers and traffic suppliers. Any act of buying and selling has to be constantly analyzed and reviewed, all traffic types have to be actively managed. A large amount of data has to be stacked from pools into a data warehouse, where it is aggregated and shown in a scalable and transparent format. Such analysis and management are rather complicated, especially when suppliers can be customers at the same time.

BICS approached Infopulse to develop tools and solutions that would efficiently meet the above challenges. Besides, many systems were outdated or lacked important features and critically required modernization.

Solution

Infopulse develops and maintains the solutions that form a portfolio of Operations Support (OSS) and Business Support Systems (BSS), totaling 60+ applications. We constantly supply new solutions for BICS and improve the performance of almost all existing apps by adding new features or re-engineering legacy software.

Infopulse team is responsible for development and maintenance of the following BICS applications:

- Signaling/SMS/MMS traffic routing
- Operators relationship data management
- Signaling/Voice/SMS/MMS/Roaming traffic analysis and QoS analysis
- Price lists, contracts, account balances, invoices management
- Proactive Monitoring of network alarms
- Customer tickets management
- Traffic measurements and KPI analysis
- Capacity usage

- Near real-time quality figures
- Network infrastructure management
- Mobile and Local Number Portability
- Price Management Tool (PMT) – establishing prices for voice traffic between destinations
- Voice traffic billing system
- Access to routing of switches (Sonus, Veraz, Ears, etc).

Besides software engineering services, Infopulse provides 24/7 1st, 2nd and 3rd level support consisting of operations support, release management and application maintenance support, and handling BICS business clients' calls.

Business Value

BICS is very happy with the solutions provided by Infopulse. The tools and systems that are developed for BICS are essential in handling telecom business and in continuously delivering high-quality service. With their help, the client of Infopulse receives proactive issue solving, saves costs, reduces time-to-market, and effectively manages resources and traffic. Telecom management tools developed by Infopulse help to leverage procedural and law issues and ensure positive customer experience.



Customer quote




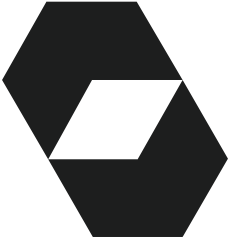






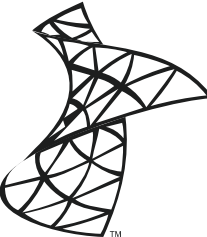
Due to the complexity of our business, we have very high expectations from our partners. Infopulse got us covered right where we needed help. Their expertise and ability to deliver quality are what we value the most. BICS has complete confidence in Infopulse as a partner and in people as team members and professionals in their fields. We strongly believe that such efficient and transparent cooperation is beneficial for both parties as we see it as an excellent and exciting opportunity to bring our business relations to a completely new level.



Ronald Ballet

Director of Strategic Partnerships
& Outsourcing

Technologies

 Java	 Oracle	 Spring	 Hibernate
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About Infopulse

Infopulse, part of the leading Nordic digital services company Tietoevry, is an international vendor of services in the areas of Software R&D, Application Management, Cloud & IT Operations, and Cybersecurity to SMEs and Fortune 100 companies across the globe. Founded in 1991, the company has a team of over 2,300 professionals and is represented in 7 countries across Europe and the Americas.

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

For more information, please visit **www.infopulse.com**

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