



codea **CASE**
STUDY
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Tool to provide operators with visibility and command over how the network impacts the customer experience.

The client is a wireless technology company on the North American continent specialized in offering carrier-grade solutions that synchronize network analytics with business intelligence, delivering critical insights for communications providers. Our client's platform and services arm operators with the information necessary to quickly enhance the customer experience and capitalize on key market trends, to drive innovation, increase revenue, and strengthen customer loyalty.

Client Description

The need to deliver new wireless services more rapidly, efficiently, and cost-effectively than ever before. The wireless industry is challenging the traditional wire line model of telecommunications and rapidly becoming the mode of choice for millions around the world. The intense race is under way - to develop and quickly launch innovative services that leverage emerging broadband capabilities and bring new value to the market offer. Not only are existing operators rapidly adapting and expanding their networks, but also new players are emerging.

Business Need

The application Codea helped developing is a web based portal targeting major wireless network operators across United States and Europe. The portal allows engineers, managers and executives across the organization easy access to their own data, as well as cross correlated data that paints a complete picture of their own environment, the customer's experience, and any gaps between the two.

The Solution

The main challenge of the project lay in building a platform capable of extrapolating, correlating, and rendering, in a standardized & intuitive way, the information from disparate point products and data stores across the communications providers cross functional organizations. The platform had to be highly scalable and adaptive to different customers and to different purposes. Codea helped building such a robust and scalable architecture with respect to business logic complexity that allows further enhancements, full customizations of the existing modules and also development of new modules required by the customers.



The Challenge

Platform for Telecom Networks,

Customer Intelligence and Management

A tool to provide operators with visibility and command over how the network impacts the customer experience.

Technology:

Oracle Database Server 10g & 11g

Oracle Spatial

Oracle Fusion Middleware MapViewer

ASP.Net 2.0 & 3.0

Windows Communication Foundation web services

Adobe Flex

AJAX

Microsoft SQL Server 2005 & 2008

Microsoft Business Intelligence suite - Integration, Analysis & Reporting Services

Dates:

Start Date : December 2007

End Date: March 2009

Project size: +150 man-months (.Net developers, database developers, testers, web designer, project managers)

- A series of successfully built complex R&D projects
- Our client took benefit of the Indian quality and competitive cost, by using offshore dedicated development teams. The focus on “dedicated” as the true added-value came in time.
- The Codea engineers performed impeccably for over two years, enhancing the same projects and building new ones, constantly contributing with innovative ideas.