

exciting times...infinite possibilities...



# Case Study



## Development of an Activation System for Network Management

When a leading US Telecom company needed an activation system with a unified interface, designed to manage network services on a nationwide backbone network, they turned to Infinite's proven end-to-end activation support that addressed both the performance and market requirements.

### The Client

The customer is a leading US Telecom service provider that provides real-time information and analytics for the Internet, telecommunications, entertainment and marketing companies. The customer is also a provider of clearinghouse and directory services to the global communications and Internet industry..

### The Challenge

The company needed to build a highly scalable, high performance system with latest state-of-the-art technologies to provide end-to-end activation support for provisioning systems, reconciliation and EMS like capabilities. The system also needed to provide activation, auto-discovery, reconciliation, recovery and cut-through capability to Network Elements. This system would be required to perform fault repair, troubleshooting and also enable manual intervention. Further the system would have to seamlessly integrate with other SSO-enabled OSS.

### Solution

Infinite built a high performance activation support system for provisioning platforms. It enabled Auto-Discovery, Reporting, Reconciliation and restoration needs for provisioning platforms, offering EMS like capabilities to non-EMS devices. The system implemented a security system to support encryption and digital signatures. It had built-in triggers with monitoring systems that would indicate changes in the network. A robust auditing and reporting system enabled and ensured accountability and tractability of the backbone network.

## Outcome

Infinite's solution provided a configuration driven interface to a remote facility, with the ability to handle over 100,000 activation requests per week. The solution resulted in huge cost savings by reducing the man hours spent on manual activation which was already in place. With the EMS like capabilities, the customer was able to move their current EMS operations on to Infinite's solution. With this the customer was not required to renew their vendor EMS and EMS server licenses resulting in huge cost savings. The solution also provided access to real time data for quick and efficient resolution of network problems enabling fault management users to easily and efficiently manage activation fallouts.

## Technology Overview

- o OS: Unix
- o Technologies: JSP, CORBA, SOAP, Hibernate, Xdoclet
- o Server: WebLogic
- o Markup Technologies : XML, XSLT and HTML
- o Database : Db2
- o Languages: JAVA

**“We extend our thanks and appreciation to each and every one at Infinite, for all the hard work and dedication in delivering measurable results through the projects. Kudos and thank you all. Let's keep this focus and momentum in delivering upcoming key projects, while ensuring stability of the product.”**

**Manager, Wireline IT,**  
Leading US Telecom Major

## About Infinite

Infinite Computer Solutions is a global service provider of Application Management, Infrastructure Management, Product Engineering and Mobility and Messaging Products and Solutions, with focus on Telecom, Energy & Utilities, Media & Content, Healthcare and Banking & Finance industries. Our strength stems from the alignment with client business objectives, even as we engage with clients across multiple engagement models to align better with your business needs. With a global headcount of around 5000 professionals and offices spread across India, US, UK, China, Malaysia, Singapore and Hong Kong which includes delivery centers in the US at Maryland, Illinois and Tennessee and in India at Bangalore, Delhi, Hyderabad and Chennai, key resources are always there when our customers need them.

Established in 1999, Infinite today is a publicly listed entity headquartered in Bangalore, India, with an expanse across three continents, a diverse employee base and over 50 premier clients, including several leading Fortune 100 companies. The journey so far has been as remarkable as it has been definitive. Our mission is to maximize customer delight through high quality solutions and services, while fostering a proud and efficient workforce. We not only develop technology-enabled solutions to solve our clients' toughest challenges but also bring smart innovation through series of quality enhancements, process improvements and a pragmatic approach towards clients' business challenges.

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