



INFINITE COMPUTER SOLUTIONS

# Case Study

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## Enabling Number portability with Service Order Administration

Infinite developed Service Order Administration for a leading US Telecom Service Provider to interface with Number Portability Administration Center (NPAC) enabling seamless wireless and wire line number portability processes.

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## THE CUSTOMER

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The customer is a leading US telecom service provider that needs to provide 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.

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## CHALLENGE

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Enabling number portability seamlessly entails several challenges.

- The customer needed a workflow management system that integrated Service Order Administration with Customer Order Management Services (OMS), clearinghouse for an end-to-end porting process.
- The interface the service providers needed had to be a high performance web-based GUI
- The system needed to enable single sign-on to all the NPAC regions.
- There was a need to provide communication protocols derived from NPAC standards for exchange of porting transactions.

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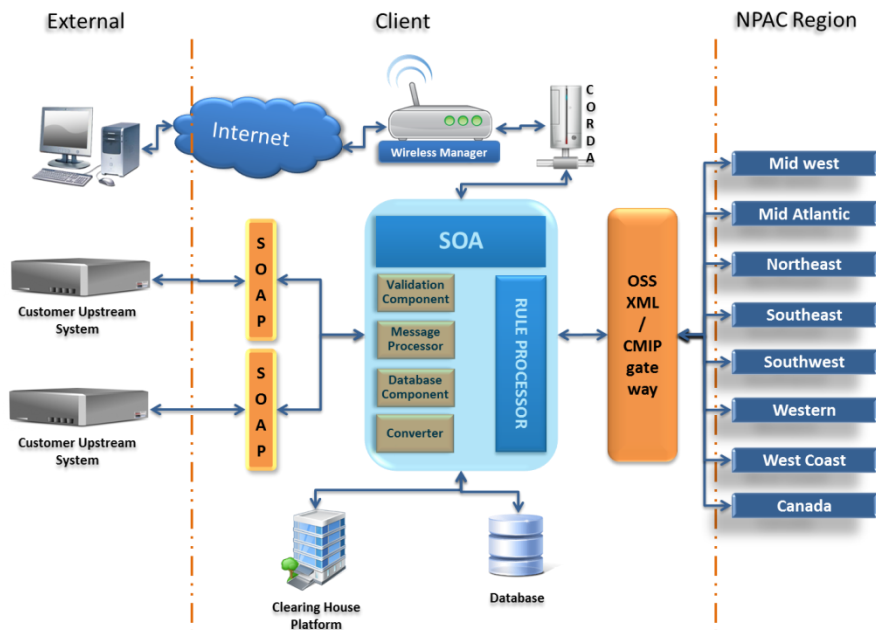
## SOLUTION

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- Infinite drew on its immense Application Management expertise to build an application development framework that was used to develop the solution.
- The solution provided could receive requests for porting from the client's upstream system as well as over the web, allowing a superior user experience to the client's end customers.
- To enable queries from external systems, Infinite's solution built-in interfaces that provided them with updated status of their porting requests.
- The solution met industry needs for number porting services over secured internet and also through simple interfaces to connect between SOA and the service provider's upstream system

## OUTCOME

- Infinite’s solution provided the customer the ability to handle over 300,000 porting requests per month while maintaining optimum performance of the system
- The solution allowed service providers to see the complete history and the current status of number porting requests through a secured web-based GUI.
- The system was robust enough to handle scenarios arising from NPA split and Mass SPID migrations.
- Bulk data download utilities imported customer specific network data elements and subscription version data obtained from NPAC into the SOA database



## TECHNOLOGY OVERVIEW

- Java, J2EE, CORBA - Visibroker, Smart Socket, Tomcat, XML, XSL and Oracle
- CMIP-like application layer protocol
- SOAP interface with the customer’s upstream system

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## SNAPSHOT

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### Challenge

- To build a system that enabled seamless number portability across wireless and wire line
- High performance web-based GUI for the service provider
- Single sign-on to all NPAC regions

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### Solution

- Application built to receive requests for porting from the client's upstream system as well as over the web
- Enabled queries from external systems, with built-in interfaces to provide updated status of porting requests
- Industry standard solution for number porting services over secured internet and simple interfaces to connect between SOA and the service provider's upstream system

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### Outcome

- Handled over 300,000 porting requests per month with high performance quality
  - Complete history and status of porting requests available through a secured web-based GUI.
  - Able to handle scenarios arising from NPA split and Mass SPID migrations.
  - Bulk data download utilities from NPAC into the SOA database
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## CUSTOMER REFERENCE/QUOTE

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"The team is very responsive, hardworking, has a positive attitude, has in-depth knowledge of the product, committed to deliver quality work and proved to be reliable" – *Vice President Technical, Leading US Telecom Service Provider.*

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## ABOUT INFINITE

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Infinite Computer Solutions is your partner in growth, providing flexible solutions that reduce costs, enable new business competences and drive continuous process improvements that contribute to increased revenues. With a global team of over 5000, Infinite partners with Fortune 500 companies from Telecom, Healthcare, Energy & Utilities, Media & Content and Banking & Finance industries to provide Application Management, Infrastructure Management and Product Engineering Services including Mobility & Messaging Products and Solutions.

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