

OSS/BSS Case Study for a Telecom Client

Introduction

The client operates as a mobile network provider. The company provides mobile and broadband services, as well as offers non-voice services, including text, media messaging, games, music and video, and data connections. They mainly serve customers in the United Kingdom.

OSS/BSS, in telecommunications, refers to operations support system and business support system. The distinction emphasizes a separation of concerns between maintaining network operations and the business around which that network is built.

The client needed a strong partner who could manage the OSS/BSS stack, mainly to support the mobile (post-pay) services offered to its valued customers.

Customer Requirements

- Manage and support the existing legacy applications
- Manage the software licenses pertaining to the specific components/applications
- Ensure availability of critical business support systems
- Provided the 24X7 on call support to address the key technical business issues
- Automate the CRM repeated tasks
- Customize the existing systems as per the business needs, market demand, and regulatory requirements (customer portals, CRM, PCI, GDPR, billing, etc.)
- Provide required support for the upgradation of billing platform
- Optimize the existing maintenance and production costs

Why Axiom?

Axiom is a professional cloud services and managed services provider. It caters to startups and mid-market enterprises. With a dedicated team of more than 150 engineers, Axiom works with customers to build scalable and customizable solutions.

“Axiom has always provided the best support on time without compromising the quality of deliverables. We are looking forward to work with them for other upcoming projects.”

-Testimonial from the client

The Solution

The Axiom team did a detailed study of existing (BSS/OSS) stack and took over control to achieve the following business objectives.

- Gained full knowledge of systems with strong SMEs and architects' support
- Produced high-level business process documents
- Provided the 24X7 on call support to address the key technical business issues
- Designed and developed new components as per the business requirements
- Incorporated RPA to reduce the service costs and address customer issues quickly
- Provided long-term solutions for the existing system defects and issues
- Followed the standard process and guidelines across the project lifecycle
- Provided extensive support for both hardware and software stacks
- Enabled the data migration process across the various systems

The Result

Axiom provided extended support to 9 million post-pay customers with respect to BSS stack, giving priority to the customer.

Considering the modern cloud era, Axiom also provided support to define the future roadmap to the client to modernize the legacy applications stack.

With Axiom adopting the agile mindset, the changes were made within a short period of time, enabling the client to continue with their business operations seamlessly.