

Case Study: A global GSM network operator

Founded in 1979, IPL has a long history of successfully delivering excellent value consultancy and end-to-end software-intensive solutions to both the public and private sectors.

IPL's consultancy is renowned for its quality and value. Our consultants are talented and independent-minded individuals with extensive industry experience. We consistently exceed our clients' expectations through a combination of imaginative thinking, managerial and technical expertise and many years of systems engineering experience.

IPL's track record in end-to-end software solutions development is exceptional. Our proven development methodology allows us to cut through technical complexity, manage risk and completely focus on delivery. We consistently deliver reliable, efficient and accurate systems to a precise schedule.

IPL is an ISO9001:2000/TickIT registered company having a permanent workforce of 240, revenues of ca. £21M p.a. and 40,000 sq ft of secure office space in central Bath.



IPL – a trusted software services partner

The challenge

Our client's brand is a household name in mobile telecommunications across the world. Its network is possibly the largest in Europe, and certainly one of the largest of its kind anywhere in the world.

Their story is one of investment, of innovation, and of award-winning customer service. But, above all, it is one of growth and the technology to deliver exciting, high quality services to its customer base - not just in the UK but worldwide.

In order to sustain this growth, the technologies at the heart of their network have led the production of new service offerings. This constant evolution of the critical systems at the core of the company's business has required the involvement of a very flexible and dynamic software development partner. Our client selected IPL in 1986 and the strong, reliable working relationship which we have built continues today, over two decades later.

IPL's services

IPL has delivered on over 175 projects for this client, including:-

- **Solutions Architecture and Systems Engineering.** The complexity of our customer's business processes and its network mean that any new service must be carefully analyzed to ensure that the impact on all areas of the business has been considered. IPL has been responsible for feasibility studies, impact assessment, option investigation, requirements analysis and specification and system architecture for many new service offerings.

- **Systems Implementation.** IPL teams have developed substantial areas of new functionality within its customer's GSM core network platforms. IPL has the flexibility to provide resources either as independent development teams, or integrated within the client's own teams. Throughout the lifecycle, from design to testing, IPL's skills in the production of high quality software systems add value and aid in the development of reliable solutions that can be deployed in the live network with confidence.
- **Technical Project Management.** New services often incorporate systems produced by external suppliers, as well as requiring extensive changes to existing systems. Programmes involving multiple suppliers, both internal and external, demand careful management to ensure the diverse components come together at the correct time to achieve a successful outcome. The breadth and depth of IPL's experience in managing such complex programmes has proved vital.
- **Acceptance Management.** Accepting a new service into live operation on the network involves a rigorous process of testing that impacts numerous departments. Coordinating the various activities to ensure that the testing is carried out thoroughly and yet on time is a taxing managerial role which has been undertaken by IPL for a variety of new service offerings.
- **System Testing.** IPL's knowledge of its customer's networks makes it ideal to carry out end-to-end system testing, where we are able to not only identify issues, but to assist in pinpointing the problems and their solution.

The highlights

IPL is involved in many parts of this customer's network and remains at the forefront of the realisation of new services. Whether it is the development of GSM core network components, or managing programmes or acceptance testing, we have the experience to operate at the centre of its network. More importantly, we have our customer's trust to do so. Our relationship has a longevity and a depth of trust which recognises that we understand the business issues and technology, and can deliver consultancy and solutions to our customer's exacting requirements.

IPL delivers. Right first time, on time, every time.



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