

Project brief: Carrier service provisioning

Where network operators are competing for customers, lead time from customer order to provision of service is often the critical differentiator.

IPL has extensive network provisioning experience: this brief tells the story of just one of our provisioning successes.



From customer call to carrier network

Business challenge

IPL's client, a well established but innovative UK telecommunications network operator, needed to complete its automatic service provisioning capability, in order to meet new competition in the very open UK telecommunications market.

The carrier needed a system to take service orders from its call centre and implement them in its network, as far as possible in real time while the customer is on the 'phone to the Customer Services representative.

The network operator's requirement was for a system which could work with its existing Marconi telephony switches, without being tied to any single equipment manufacturer, and which would have the flexibility to match the pace of change in the operator's business processes.

IPL's solution

IPL offered a solution based on one of the several network management platforms with which IPL works.

The system handles service activation, change, or cessation requests for domestic and business PABX telephony services, both simple and bundled. It takes provisioning requests from the network operator's order handling system, and assembles them into related groups for implementation either immediately or at the required time of service change. The system implements the changes through craft-terminal dialogues with the switches in the network, verifies that the provisioning has succeeded, and confirms this to the customer facing staff.

IPL's solution also included the transfer of the intellectual property rights in the rule set to the network operator. This gave the carrier not only the desired flexibility but the assurance that its competitors could not readily acquire the same facility.



Managing the process

IPL began by developing a Rapid Application Development (RAD) prototype for user evaluation in the network operator's operational environment, and then deriving a definition of technical system requirements from that.

An IPL team in Bath developed the system from this technical definition, working within IPL's ISO 9001 (TickIT) Quality Management System.

When the software was ready, an ISDN link into the network operator's network enabled IPL to remotely integrate the system with the network operator's switches.

When IPL had delivered the system, IPL equipped the carrier's staff with a complete onward development environment for the system, together with IPL training and all the design information.

Business benefit

The system its initial goal: customer-facing staff can implement the majority of the network operator's telephony provisioning requests without manual intervention.

Going beyond that, the system also provisions advanced voice services equipment and does the fault and performance management for the switch network.

IPL's client expects to extend the system to include inter-working with other network elements, and with their business support systems.

IPL has a track record of delivering excellent value consultancy and end-to-end software-intensive solutions.

IPL's consultancy is renowned for its quality and value. We consistently exceed our clients' expectations through a combination of imaginative thinking, managerial and technical expertise and many years of 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. £29M p.a. and 40,000 sq ft of secure office space in central Bath.

Contact Information

Services Sales
IPL Information Processing Limited
Eveleigh House
Grove Street
Bath BA1 5LR
Tel: +44 (0) 1225 475000
Fax: +44 (0) 1225 444400
Email: telecomms@ipl.com
IPL 001 BRF T 12.3
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