

Project brief: Orange Prepay tariff management

GSM/UMTS mobile network operator Orange (UK) wished to strengthen its competitive position by perfecting the agility of its prepay price structure. By being able to introduce new price plans without any technology friction, Orange would be able to respond swiftly and effectively to market developments.

IPL Telecoms provided Orange with a prepay tariff management system which matched Orange's business process requirements as seamlessly as it integrated with Orange's prepay network technology.



Web-enabled tariff control

Situation

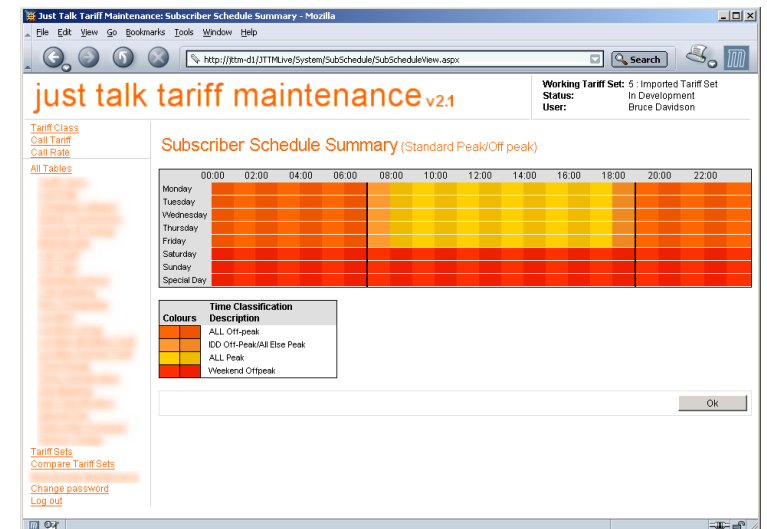
In a maturing mobile telecoms market, Orange (UK) recognized that tariff agility was a key both to growing its prepay customer base, and to optimizing its returns on prepay services. Orange therefore sought to establish a flexible and efficient interface between its revenue assurance team, which sets Orange's prepay tariffs, and the core network systems that implement them.

Problem

The new tariff management system would have to meet a number of very different challenges. The system's users needed a tariff editing facility that would be simple, visual and fast to operate, yet which would enable them to build new, original and exciting price plans. Orange management needed a system which could produce reliable price plans very quickly, and which would meet the regulatory requirement for a full audit trail of tariff changes. To ensure the integrity of Orange's charging, it would need to apply complex tariff validation rules. To compound these challenges, the initial delivery of the system had to be available within just three months of project start.

How IPL helped

Orange came to IPL as a trusted software partner with a deep understanding of Orange's GSM prepay technology. IPL responded by quickly deploying key staff to work with Orange's problem owners, to define the business requirements for a new tariff management system. As these requirements took shape, staff at IPL's offices developed a series of user interface prototypes and made implementation technology



Obscured detail confidential

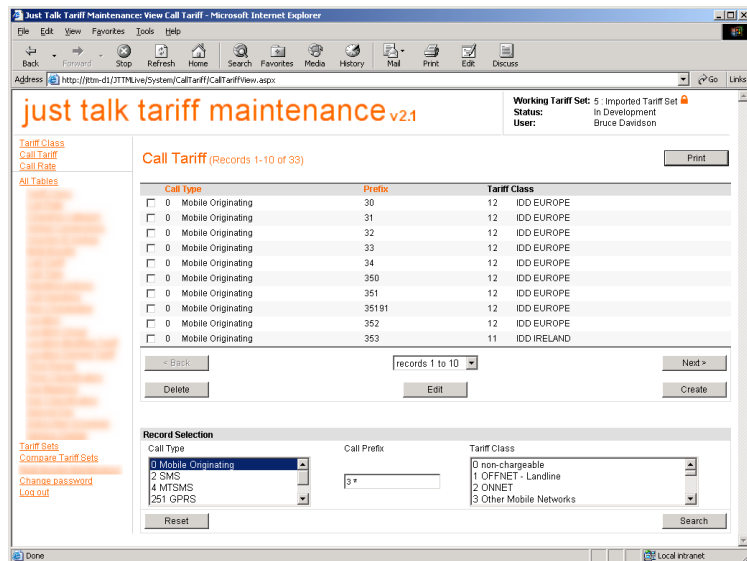
recommendations. Within a few weeks IPL was in a position to start a phased implementation project with clear parameters and a realistic time scale.

The implementation team at IPL's offices used IPL's ISO 9001 standard software engineering processes to develop the new system. Predictably, on the scheduled date, IPL demonstrated a thorough and successful test of the system as specified, and then brought the system into Orange's network environment for final testing, which was equally successful. From there on, IPL has provided on-call software support to Orange.



Technical solution

IPL implemented the system as a web-based client-server model, using Microsoft C# and .NET technology. This was one of Orange's first ventures into the use of .NET for its network systems. However, the IPL team was able to capitalize on the experience of IPL's previous .NET projects, and to ensure that the project enjoyed the benefits of .NET, and avoided its pitfalls.



(Obscured detail confidential)

The benefits for Orange

- IPL enabled Orange to optimize its business processes, by providing a system which met Orange's needs exactly.
- The IPL-developed system has dramatically decreased the time required to edit tariffs.
- IPL saved Orange money by assigning the IPR in the system to Orange, so that Orange can scale the system without additional cost.
- IPL carried much of Orange's risk in the development, by committing to a risk-sharing contract.
- IPL saved Orange money by completing the project significantly under budget, and sharing the saving with Orange.

The future

IPL continues to support this system for Orange, as well as leading other new developments in Orange's core network 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.

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