



Description
of a solution
for New
Generation
carriers

SFERIA implemented a complex OSS within 90 days

Approach that telecommunications operators adopt nowadays to investment differs from the great optimism typical of the previous years. Firms starting their business from the very beginning, without the burden resulting from technology depreciation, are free to buy and take advantage of a modern infrastructure. Amongst the many elements necessary to start commercial operation, information system supporting all business processes of a telecomm carrier is of paramount importance.





SFERIA

SFERIA is a brand under which OSP Polpager provides telecommunications services - wireless telephony and data transmission. In the 90ies, OSP Polpager owned Poland's largest paging network.

Development of SFERIA network became possible thanks to the use of the newest technology CDMA2000 1X at the stage of building its access network. CDMA200 1X requires no last-mile infrastructure to connect a new subscriber.

Objectives and challenges

SFERIA focuses on small and medium-sized companies and retail users willing to use telephony and data transmission services. Compared to other local and mobile operators' prices, this service package is offered at a competitive price.

SFERIA aims to develop its network in Warsaw, and then to expand to largest Polish cities, so as to have tens of thousands customers in two years.

It is a challenge for the operator to assure a fast installation of subscriber terminals, since, according to its offer, the connection must be ready to work within one day, the transmission must be reliable and the means of billing for services - flexible. All this is guaranteed with the objective of making SFERIA's offer competitive.

Faced with these challenges, OSP Polpager started looking for a system provider enabling Polpager to provide its subscribers with SFERIA service immediately after placing the order. System selection criteria were as follows:

- possibility of implementing a billing system integrated with customer care and other OSS applications,
- proven adaptability of the system to continuous development of the range of services offered,
- flexible and modern technology allowing an easy system development by adding new functional modules as the operator and its requirements will grow,
- the provider's wide experience in implementing similar solutions.

A carefully conducted and meticulous bidding procedure resulted in Suntech being chosen as an integrated information system provider.

Suntech

Suntech is a Polish software provider that specializes in designing and implementing information systems for telecommunications operators. A modern object-oriented technology, unique implementations (Z Architecture), as well as an experienced team of specialists with wide knowledge about telecommunications, allow the firm to carry out extremely ambitious projects. Suntech projects are based on EnerGis Telecom, an integrated system comprising the following systems: billing, customer



care, network inventory, planning and maintenance.

SFERIA project aimed to implement EnerGis Telecom to support the following areas: retail and interconnect billing, customer care, network and service trouble management, numbering inventory and telecommunications equipment warehouse. The first two to be implemented were subscriber terminals warehouse and numbering inventory. Data migration to the new billing system was completed within only two months as of the start of the implementation. Since that moment, all SFERIA network subscribers have been billed using the system EnerGis Telecom. Customer care was implemented the following year. Each of the implementation stages embraced application adjustment to SFERIA needs and data migration from the systems used before. The system EnerGis Telecom will also be integrated with OSP Polpager's financial & accounting system.

An important achievement of this implementation is the integration and automation of a range of business processes that many Polpager units had carried out manually or semi-automatically.

Subscriber registration

New subscriber registration consists not only in acquiring their data and signing the relevant agreement, but also in checking the availability of subscriber terminal in the warehouse, issuing the terminal and accepting the payment at the cash desk. From this very moment, the system supports customer care in such a way that the subscribers be bothered to the least possible extent by any network failures. Network and Service Trouble Management applications enable Customer Care Offices' staff to get, on a regular basis, information about any failures claimed and the status of a complaint made. The system operates based on a mechanism of trouble tickets assigned to every single event that requires intervention.

Service billing

The billing process is carried out based on data about connections downloaded remotely from the exchanges. The billing system is fitted with a tool detecting any staff's abuse. Presently, SFERIA subscribers receive traditional, i.e. paper bills and itemized bills sent to them by mail, but the system is being adjusted to the possibility of allowing the subscribers to receive and pay their bills over the Internet.

Payment recovery

Subscribers may pay their bills at SFERIA Points of Sale, post offices and banks, or over the Internet. Data about payments sent by the bank are automatically gathered from the EBPP system and assigned to the right subscriber accounts. Bills have barcodes printed on them, which allows accelerating payment registration and eliminating any possible errors in manual data entering. The system is fitted with a function enabling payment recovery staff and agents to calculate the commission.

System reports

The operator may use different kinds of system reports to verify the resources status, possible abuses, as well as to analyze user behavior from the angle of new services.

Benefits from the implementation

SFERIA is already able to estimate the volume of profits made on the investment in EnerGis Telecom. It was much cheaper to include the system functionality required by OSP Polpager in one system designed by one provider than to implement several systems, not to mention the integration cost. Savings have been made on system service and administration, as well as on the immediate results of its implementation, which are: faster connection of new subscribers and more efficient payment recovery. The system implemented made the communication between the





operator's units much more efficient, and simplified customer service at all stages. At this stage, Polpager staff can hardly imagine going back to solving countless issues on the phone, with no reliable information from the many Polpager Customer Care Offices.

The system allows also interconnect billing. A trustful basis of interconnect billing gives Polpager great comfort when settling interconnect details with other operators. To simplify, the system was worth implementing.

SFERIA envisages a dynamic increase of the number of subscribers within the months to come. It intends to serve them using a similar number of employees, and to keep the same reaction time. This is one of the principal aims of Suntech implementation at SFERIA.

Further plans

The implementation at SFERIA is carried out successfully, despite a heavy schedule. Users are fully aware of the system benefits, and therefore cannot wait to help the implementation teams with their work, giving them the benefit of their experience and reflections.

"Cooperation with Suntech requires us to be more creative, while the technology in which the system was built assures a great flexibility of this solution. How we will use it depends on us, to a great extent," says Elżbieta Pamięta, OSS office manager. "SFERIA is planning on a dynamic development of its products. Having this information system, we couldn't be better prepared to do it."



Suntech Sp. z o.o., ul. Puławska 107, 02-595 Warszawa
tel. (+48 22) 507-92-00, fax (+48 22) 507-92-01
<http://www.suntech.com.pl>,
e-mail: telekomunikacja@suntech.com.pl