

CASE STUDY

UNIFIED ALM ECOSYSTEM FOR TELECOMMUNICATION SERVICES OPERATORS

Client Background

Our client is one of the largest integrated telecommunication services operators in the world providing mobile and fixed communication services, data transmission, and international communication services through a range of fixed and wireless technologies. The client's global operations cover approximately 210 million mobile subscribers.

Business Challenge

In an effort to keep up with the emerging market, our client's growth strategy relied on rapid in-house and 3rd party solutions that enabled deployment and scaling of new telecom services with minimal TTM (Time-To-Market). While the strategy was extremely successful in gaining dominant market share, it came at a high cost with a heterogeneous and redundant software and services infrastructure, managed by different teams without a single and unified Application Lifecycle Management (ALM) methodology and toolset.

As a result, the Total Cost of Ownership (TCO) of their business and IT systems was much higher than the industry average. Their three main challenges included:

- Cost of SDLC (which was one of the major components in the TCO)
- Lack of process transparency and predictability
- IT engineering resource allocation and workload

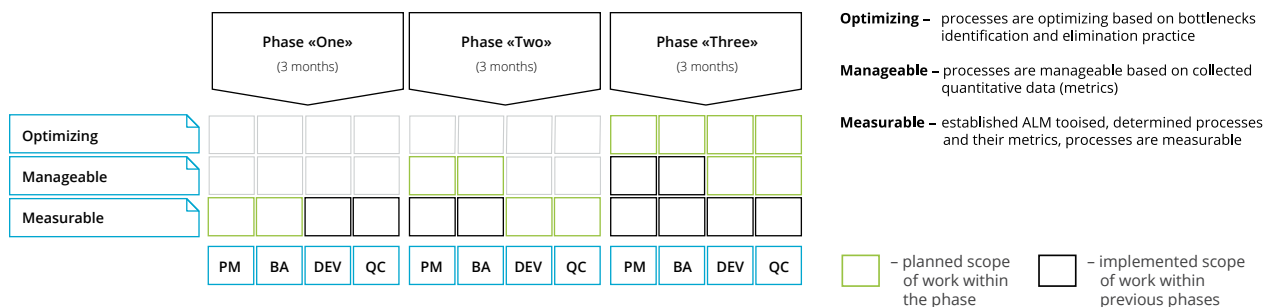
softserve

Project Description

Our client partnered with SoftServe to create an effective strategy to address their business challenges at the root level while at the same time minimizing risks associated with its execution. The collaborative team used a phase-based approach to provide valuable output by incorporating early client feedback and increasing the maturity levels of the processes.

- In the first phase, the team established a unified ALM ecosystem based on Microsoft's toolset integrated with its own and 3rd party solutions. The processes, metrics and KPI's were specifically defined for measuring the team's productivity and performance.
- In the second phase the team centralized the artifacts management processes (i.e., requirements, tasks, tests, defects) to ensure proper artifacts traceability during the project execution, providing quantitative metrics across the entire SDLC.
- The third phase included the root-cause analysis and risk identification/ elimination. This phase established and improved engineering and quality control practices, ensuring significant processes optimization.

The following picture below indicates the approach implemented:



Business Delivered

The scalable architecture supported 1.5 million integration messages per day.

- SoftServe's strategy and phased approach helped the client:
- Increase the team's productivity by 15% while maintaining the highest level of quality.
- Reduce the overall Time-to-Market by eliminating reworks and providing control & visibility in resource allocation.
- Improve the predictability of the software in time, scope, quality and cost through qualitative and quantitative data, resulting in tens of thousands dollars savings annually.
- Lower operational costs by 20% and reduce risk as a result of the IT infrastructure reorganization.

ABOUT US

SoftServe is a digital authority that advises and provides at the cutting-edge of technology. We reveal, transform, accelerate, and optimize the way enterprises and software companies do business. With expertise across healthcare, retail, media, financial services, software, and more, we implement end-to-end solutions to deliver the innovation, quality, and speed that our clients' users expect.

SoftServe delivers open innovation—from generating compelling new ideas, to developing and implementing transformational products and services.

Our work and client experience are built on a foundation of empathetic, human-focused design that ensures continuity from concept to release.

We empower enterprises and software companies to (re)identify differentiation, accelerate solution development, and vigorously compete in today's digital economy—No matter where you are in your journey.

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