

# Development of Automated Provisioning System

California Integrated Telecommunications Provider



## The Customer

The Customer is a reputable provider of integrated communications services in Northern California, providing digital cable TV, fiber optics, PCS wireless, DSL, high-speed Internet access, data transport, and local and long distance telephone service.

The Customer's current, semi-automated provisioning system is an amalgam of different technologies that were originally intended for different business purposes. The system evolved over a period of time into a series of provisioning silos where orders from different systems could not interact with each other. Because of this, the system has very low throughput and is unable to process over 2,000 orders a day. Many activities are carried out manually, causing the current system to be inefficient and unable to handle future business needs.

## The Challenge

The Customer engaged AgreeYa to architect, design, and develop a new, unified provisioning system that would support future service diversification, provisioning flexibility, and higher throughput.

The project posed some challenges:

- Developing the business rules to handle complex business workflows and order routing rules
- Designing the system based on SOA architecture

- Coordinating virtual teams and managing project team communication
- Integrating with hardware switches and the CRM system
- Developing the application to meet stringent performance and scalability requirements

## The Solution

Leveraging our O<sup>3</sup> (onsite-offsite-offshore) delivery model, AgreeYa deployed a combination of onsite and offshore resources. The onsite resources handled project management, Customer meetings, timely responses to Customer queries, project documents, and review activities.

The offsite and offshore resources handled system design, development, and testing activities. The use of offshore resources facilitated faster completion of project deliverables.

AgreeYa utilized customized Agile Project Management methodology and SCRUM techniques for this project. AgreeYa conducted focus group meetings with Customer subject matter experts (SME)

during the requirements gathering and user interface (UI) design phases. AgreeYa developed the UI design prototype and worked iteratively with the Customer SMEs in getting an approved design finalized.

The new provisioning system architecture comprised of expert systems and data stores. The expert systems were designed to perform specific functions and work as service components. Data stores were designed to store information particular to a specific expert system. The system was designed with a modular service-oriented architecture which enabled the development of individual components simultaneously.

### The Results

AgreeYa successfully completed this long-term engagement and provided the Customer with a new, efficient provisioning system.

The key benefits for the Customer this project delivered include:

- Ability to process a larger number of orders more quickly
- Significant reduction in the manual intervention required to process an order
- Elimination of the need for legacy systems which greatly reduced licensing costs

## About AgreeYa

AgreeYa is a global systems integrator delivering competitive advantage for its customers through software, solutions, and services. Established in 1999, AgreeYa is headquartered in Folsom, California, with a global footprint and a team of more than 1,700 staff across offices. AgreeYa works with 500+ organizations ranging from Fortune 100 firms to small and large businesses across industries such as Telecom, BFSI, Healthcare, Pharma/Life Sciences, Utility, Technology, Public sector and others.

AgreeYa has received considerable recognition in the industry for its technology leadership, quality processes, and customer success that includes Microsoft Gold partner, SEI CMMI, ISO 9001:2015. We engage with our customer as a trusted partner to live our motto "...building our future on your success".

AgreeYa's software portfolio includes QuickApps (award winning suite of SharePoint web apps and pre-built templates - [www.quickapps.agreeya.com](http://www.quickapps.agreeya.com)), Site Administrator (gain insight for improved compliance and governance of your SharePoint environment - [www.siteadmin.agreeya.com](http://www.siteadmin.agreeya.com)), Recovery Manager (solution for rapid and scalable SharePoint content restores - [www.recoverymanager.agreeya.com](http://www.recoverymanager.agreeya.com)), BeatBlip (simplify software test automation - [www.beatblip.com](http://www.beatblip.com)), and Cogent (comprehensive end-to-end case management solution for collections and law firms - [www.cogentcollections.com](http://www.cogentcollections.com)).

As part of its solutions and services offerings, AgreeYa provides intranet/portal, content management, and collaboration, cloud and infrastructure solutions, business intelligence and big data analytics, product engineering, application development and management, independent software testing, and staffing (IT, Non-IT, and risk/compliance/AML) solutions.

For more information, visit [www.agreeya.com](http://www.agreeya.com)



### The Technology

- *Hardware:* Dell Servers with Linux OS
- *Software and versions:* Java/J2EE, Weblogic 8, EJB, JMS, .Net 3.5, SOA, Web Services, WSDL

### AgreeYa's Application Development and Management Services

Through customized application development and management, AgreeYa helps organizations automate and optimize their unique business processes and achieve better integration between those processes and organizations' departments.

AgreeYa's technology experts work closely with customers to determine their exact software goals and offer customers a "start-to-finish" approach. Our consultants are certified in technologies such as Microsoft, Oracle, IBM, and LAMP. Our technology strength provides us the ability to mix and match technologies to increase performance, accelerate the delivery schedule, and reduce software license and maintenance costs. And by utilizing our CMMI Level 5 software development processes and PMBOK-based project management guidelines, integrated with our onsite-offsite-offshore (O<sup>3</sup>) delivery model, we provide a "high quality - high ROI" solution to meet the specific needs of our customers.

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