



Case Study

Achievo develops advanced service card management platform for leading Asian telecom carrier

Customer

One of the largest telecom carriers in Asia, with more than 138 million customers served by wholly-owned subsidiaries in thirty-one provinces throughout China.

Standardized approach drives efficient development

This leading telecom carrier planned to develop an advanced service card management platform, architecture and standardized deployment structure for the company's Mobile Division. The platform needed to support product and brand strategies, while delivering improved management efficiencies.

The client selected Achievo to design a unified platform built on standardized specifications, language and data formats, to support efficient planning, production, activation, distribution and acceptance of service cards, and efficient distribution of the core application.

ITIL-based design supports efficient solution

"After looking at several competitors, we chose Achievo because they were familiar with our business, understood our business processes, and had excellent references," said the client's department manager.

"We first set up a unified team of engineers from both our company and Achievo to coordinate efforts and develop a comprehensive solution plan. Achievo did the initial design, and we worked together collaboratively to finalize the solution," said the client.



As a result of our work with Achievo, we have greatly increased our efficiency, reduced costs and sharply cut our processing times. We are also able to capture and analyze critical statistics on data flow and other metrics.

*Department Manager
Mobile Card Business
Leading Asian Telecom Carrier*



Achievo designed the IT Infrastructure Library (ITIL) management system into the solution to support key management and technology requirements, and built the solution using J2EE, workflow and supply chain management technologies to ensure an efficient, tightly coordinated service card management information platform.

The solution also provides sales and inventory data analysis and management; layout management; number resource recovery; new number resource allocation; new service specification management; and service management and maintenance for the service card support and operational platform.

To maximize efficiency and facilitate close coordination between internal departments and external partners, Achievo also developed subsystems for notifications; a knowledge base; a services and card forum; and questionnaire and configuration management. The web-based system provides an upgradable, scalable and easy to maintain solution to support the entire mobile service card product lifecycle.

Technologies Employed

- Technology: Workflow, Business Intelligence, SMS
- Languages: Java/J2EE, HTML, XML
- Web Server: Jetty
- Operating System: Windows 2000 Server
- Database: MS SQL Server

Award-winning results

“As a result of our work with Achievo, we have greatly increased our efficiency, reduced costs and sharply cut our processing times. We are also able to capture and analyze critical statistics on data flow and other metrics,” said the client. “With the Achievo system’s optimized service card production management in place, we have also streamlined our processes for both new product introductions and supply chain management. Our parent company recognized our branch with two awards for innovation for our efforts. We appreciate Achievo’s part in our receiving this honor.”

About Achievo corporation

Achievo is a leading provider of information technology services and solutions for global clients. Its delivery centers are certified with world-class standards: ISO/IEC 27001:2005, ISO 9001:2000, and CMMi level 5. Headquartered in Silicon Valley, U.S.A., Achievo also has operations in Canada, China and Japan. The company's flexible service delivery approach adapts to each client's operating environment and project requirements, on a fixed-cost or time-and-material basis. Achievo's expertise includes IT Service Management, Offshore Development Center, Testing, Mobile Applications, and IT Resource Support. Our global team of IT professionals serve our clients with a focus on reliability, efficiency, and high-touch communications, building long-term relationships by helping them effectively solve problems, improve profitability, and grow their business.

