



EMC Consulting addresses the needs of telecommunications companies with a range of services—from business strategy to customer experience differentiation. Industry experts partner with companies to bring new services to market and to improve efficiency in the provision of existing services.

### Challenge

In the telecommunications industry, billing platforms offer complex functionality which is highly customized to meet specific business requirements. A number of vendors offer commercial off-the-shelf (COTS) packages which provide a range of functionality. But which package is the best fit for future business needs?

One large telco player, whose custom-developed billing system was proving to be very expensive to maintain, engaged EMC® Consulting for help in migrating to a new COTS application which would provide greater functionality. The customer needed guidance in choosing a new platform and in developing a strategy for migrating from the legacy application to the new COTS system.

### Solution

The team from EMC analyzed and prioritized functional requirements of the sales, marketing, ordering, provisioning, and financial processes. The analysis led to the development of a short list of COTS packages and the eventual selection of the one which best met the company's billing, time-to-market, and cost requirements.

Because over 100 applications supporting sales, marketing, ordering, and back-office financial processes were integrated with the legacy application, it was necessary to develop an architecture for integrating these applications with the new COTS system. The EMC team designed the new architecture, developed a prototype to demonstrate the new system's functionality, and devised a strategy for migrating account data and retiring the legacy system.

### Result

EMC Consultants worked from the requirements definition phase through to implementation to enable the customer to bring up the new system successfully. Relying on EMC, the customer was able to move forward in reducing the costs of its billing platform.

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