

Kings of Swap'n roll – with a PaaS solution from IS Tools

Customer

A fortune global 500 provider of telecommunication equipment, system integration and related services to mobile and fixed network operators. The company is a world leading, end-to-end telecommunications solution provider to more than 1000 networks in 140 countries – 40% of all mobile telephone calls are made through systems this company sells and supports.

Objective

A performance critical, turn-key project for an overhaul of a large and dense mobile network infrastructure in a major European country. Required is a hot-swap, while maintaining 24/7 operational services across the entire network. Delays or late completion could lead to significant financial loss while the opposite would likewise boost the financial outcome of the project. In sum, success depended on doing the right thing, at the right time, at a high pace at all times.

Identified mission critical capabilities:

- Conduct a multitude of parallel work tasks, completely and on time
- Manage an extraordinarily large number of internal resources and subcontractors
- Adapt to changes
- Maintain information integrity
- Monitor and measure performance
- Cost effectiveness

Solution

The IS Tools Cloud Computing based software platform (PaaS) and professional services from IS Tools AB was selected to deliver a comprehensive project management application.

‘Hot-swapping in the telecom industry is like open-heart surgery – you need the best of everything to deliver on time while staying in control throughout the procedure and there is little or no leeway for mistakes’

Manager

Features of the IS Tools PaaS based solution:

- Structure, delegate and track progress of all activities
- The main communication vehicle for all involved – access through Internet and web browsing
- Facilities for online adaptation of structures and process logic
- Relevant, accurate and current information, while observing correct user access rights
- Flexible and powerful reporting facilities (on-the-fly, drill-down and aggregation overview)
- Rugged, proven and highly scalable platform

Benefits:

The use of the IS Tools Platform as a Service based application delivered substantial benefits

- Project completion and delivery on time
- Increased productivity through delivering targeted process automation goals
- Significantly decreased costs (timely allocation of resources reduced lead and delivery times)
- Substantial contribution to total project quality

The company set a world record in hot-swapping a base station – just a few minutes per station. Further, the company established a solid foundation for ‘best practice’ within the company for managing mission critical and complex projects.



The Story

The telecom industry has recently gone through worldwide and significant restructuring involving a shift in business scope and processes, as well as in technology. The product lifecycles are constantly becoming shorter. The significance of the time-to-market and the time-to-customer aspect is crucial and decisive in the race for maintaining a competitive advantage and delivering bottom line results.

Telecommunication operators, can measure revenue streams by uptime and capacity utilization of the network. Neither can be stored on the shelf nor delivered later – even short periods of downtime or delay in network capacity can result in huge revenue losses and adverse bottom line impact. Contracts involving strict, and often costly, penalties by reason of time delays are common in the industry.

The customer used the IS Tools Platform as a Service (PaaS) system to configure and set-up the business application for the project to manage and control progress of the entire undertaking. Information input and access rights were delegated to company staff, customer, subcontractors and

other stakeholders for an efficient and effective information flow. All users worked through web browsing and were geographically dispersed. Instant access to crucial sets of information as well as an aggregated overview promoted effective use of resources. Relevant, accurate and up-to-date reporting function, with easy to use on-the-fly and drill-down facilities, provided effective performance management throughout the delivery process.

Crucial was the ability to have a dynamic IS environment in which such critical aspects as relationships, process logic and rules could easily be maintained (e.g. extended or amended) at any time while the system was live with active users. In this specific case, the scope of the contract was to swap more than 10000 base stations within a tight schedule and in a cost effective manner.

The IS Tools Platform as a Service system for a Cloud Computing based solution addressed and delivered the critical capabilities required and became a cornerstone in making the project a success.

Shortens time-to-productive system

The Product

IS Tools is the ultimate Java based Cloud Computing Platform as a Service (PaaS) engine and software tool for corporate and enterprise use.

Capability highlights:

- PaaS engine for delivering on-demand applications
- Provides a ready and easy to use point and click framework for modeling and configuring a complete IS application with:
 - set-up of structures, rules and logical aspects
 - management of complex access rights for internal and external users
- Dynamic adaptation in real-time while users are online
- Web access and browser based
- Scalable to accommodate for large operations and concurrent usage
- Multilingual support
- Proven
 - supports a wide range of business critical processes 24/7/365
 - 30000 corporate users in more than 40 countries

The Company

IS Tools AB provides the foremost adaptive information system tool and Cloud Computing Platform as a Service engine mirroring and supporting your business processes.

We deliver:

- a cost effective, proven, powerful and flexible PaaS product solution with associated professional services
- an information system and solution aligned with your business processes and not the other way around

The provider of the adaptive IS solution for

- sustainable competitive advantage
- operational excellence