



Accelerating IoT Integration for a Leading Telecommunications Provider

*SmarTek*²¹

Executive Summary

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A primary telecommunications provider faced significant challenges with their IoT business support systems and operational support systems. These systems were not integrated, leading to inefficient processes and delayed billing. SmarTek21 delivered a rapid solution, implementing a back-office file integrator application that streamlined IoT system integration. This transformation reduced manual processing costs by \$6 million from day one and accelerated customer billing by 30 days.



Background and context

The client, one of the largest telecommunications providers in the United States, was expanding its IoT offerings. However, their existing business support systems (BSS) and operational support systems (OSS) were not equipped to efficiently handle the complexities of IoT services. The lack of integration between these systems resulted in manual processes, delayed billing, and inefficient operations.

Without a practical solution, the client risked losing a competitive edge in the rapidly growing IoT market and continuing to incur high operational costs.



Lack of Integration

The existing BSS and OSS were not integrated, leading to siloed operations and inefficient data



Manual Processes

Many processes, including billing, were manual, resulting in high operational costs and delays.



Delayed Billing

The system's inefficiencies led to significant delays in customer billing, which impacted cash flow and customer satisfaction.



Scalability Concerns

As the IoT business grew, the existing systems could not scale to meet increasing demands.

SmarTek21 implemented a comprehensive and innovative solution to transform the client's IoT systems.



Back-Office File Integrator Application

We developed a custom application that seamlessly integrated the previously disconnected BSS and OSS, enabling efficient data flow and automated processes.

Rapid Customization and Deployment

Leveraging our expertise and Enterprise Cloud Connect (ECC) technology, we customized and deployed the solution within six weeks, demonstrating our agility and technical prowess.

Custom API Development

We created bespoke APIs to facilitate communication between systems lacking integration points, enabling real-time data exchange and process automation.

Automated Data Processing

The solution automated the upload, transformation, and processing of both static and dynamic data into the client's Amdocs file system, eliminating manual interventions and reducing errors.

Scalable Architecture

We designed the solution with scalability in mind, ensuring it could handle growing demands as the client's IoT services expanded.

The implementation of our solution led to significant improvements



Dramatic Cost Reduction

Eliminated \$6 million in manual processing costs from day one of implementation, significantly improving operational efficiency.



Accelerated billing Cycles

Reduced customer billing cycles by 30 days, improving cash flow and customer satisfaction.



Enhanced Operational Efficiency

Automating previously manual processes significantly reduced operational overhead and minimized errors.



Improved Scalability

The new integrated system provided the foundation to support the client's growing IoT service demands.



Rapid Time-To-Market

The six-week implementation allowed the client to quickly improve their IoT offerings and gain a competitive advantage in the market.



The successful implementation of the back-office file integrator application has addressed the client's immediate operational challenges and positioned them for sustained growth in the competitive IoT sector. With a robust and scalable integration platform, clients can expand their IoT services, adapt to evolving market demands, and maintain their industry-leading position.

SmarTek21's innovative approach, rapid implementation capabilities, and deep understanding of telecommunications systems have once again demonstrated our ability to deliver high-impact solutions in complex environments. This project serves as a testament to our expertise in IoT and telecommunications, paving the way for future advancements and continued collaboration with industry leaders.

Client Collaboration and Feedback

SmarTek21's close collaboration with the client was crucial to the project's success. We were highly valued for our ability to rapidly understand their needs and implement a solution in just six weeks. The client particularly appreciated the significant cost savings and improved billing efficiency, directly impacting their bottom line and customer satisfaction.

