

One of the top 3 national providers of wireless voice, messaging, and data services in U.S.

Customer Challenges/Objectives

- Increase business agility by introducing new business functionalities faster
- Improve store experience, partner integration/adding a new partner
- Reduce fragmentation of product catalog scattered across multiple applications

The Solution

- HCL created a platform to operate the business that supports automation of processes, event based data collection, and analytics dashboard to identify the business, operational, and technical issues
- RSP will be a set of re-usable services to primarily support the activations and account management business functionalities within the customer's retail business
- RSP will replace the "backend" functions of the current legacy retail applications
- RSP can be integrated with any front end application or system via message transfers and protocol (request/response)

Business Benefits

- 80% reduction in the in-store activation time
- 75% reduction in time taken to on-board new channel partners
- Developed over 50 common re-usable services as API layer, (primarily Backend as a Service) thereby decoupling the backend from partner needs
- Increased availability of application from 99.9% to 99.99%
- Creation of platform verification test suites resulting in 70% reduction in time taken to certify changes to the platform