HCL

THE PLATFORM OF **THE FUTURE**

Platform Transformation for improving Agility for a US national provider of wireless voice, messaging and data services

CUSTOMER DESCRIPTION:

A national provider of wireless voice, messaging, and data services.

CUSTOMER BUSINESS CHALLENGES:

- High maintenance cost

- Months to add a partner

- Bad store experience for consumer

- Scattered data

- Low maintainability

- Need to increase the following:

    - 3X increase in subscriber base

    - 5X Increase in number of systems in 4 Years

    - 10X Increase in transactions per day

    - 3 Billion messages per day

- Need to reduce unplanned down time

HCL SOLUTION:

- Deployed HCL's Retail Service Platform

- Enabled an architecture that guided all aspects of creating and using business processes, packaged as services

- Provided the customer with the freedom to pursue strategic goals associated with service-oriented computing by leveraging future technology advancements

CUSTOMER OUTCOMES:

- Partner integration time reduced from 3 months to 2-3 weeks

- Activation time reduced from 30 minutes to less than 10 minutes

- Reduction of unplanned down-time from 7 days to 5 minutes per year

- 600 reusable services, 8 Silos

- 3B Messages monitored daily

Hello, I'm from HCL! We work behind the scenes, helping our customers to shift paradigms and start revolutions. We use digital engineering to build superhuman capabilities. We make sure that the rate of progress far exceeds the price. And right now, 90,000 of us bright sparks are busy developing solutions for 500 customers in 31 countries across the world. **How can I help you?**

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