



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



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