



***“In this ever competitive environment, operators have demanding requirements for speed of deployment of Value Added Services without compromising quality!***

***The long standing relationship between Computaris and Sicap allows us to address their requirements and provide a solution in a very short time period which in turn allows the operator to launch new VAS quickly and ahead of competition.”***

***Kam Mehta, Head of Sales - EMENA, Sicap AG***

### ***Customer profile***

Sicap has been a pioneer in prepaid technology since deploying its first system at Swisscom in 1995, becoming one of the first mobile application providers to emerge in the market. Sicap launched the first ever USSD Gateway and was granted a patent for prepaid roaming based on USSD callback. It has since grown into a leading supplier in mobile device management (MDM) software as well as messaging and billing solutions.

### ***Business situation***

Sicap's pre-paid billing system had been deployed at a Tier 1 mobile operator in Romania since 1997. A major new release was needed in order to allow rapid deployment of new innovative services in a cost effective way. This required an extensive development, integration, and migration process, including local support, close co-operation with the operator itself and close collaboration with the vendors of related systems.

### ***Sicap's pre-paid billing system upgrade and support at a leading Romanian mobile operator***

The amazing boom that the CEE mobile communication market recorded 10 years ago was a powerful source of growth for all mobile operators that were just entering the market. Their main goals were to increase customer base and gain market share.

Several years ago the situation changed as these markets, including the Romanian mobile market, became saturated. The competition grew as new entrants arrived and achieved rapid growth on a basis of cut-throat prices – in a market that is highly price-sensitive. The Operator's future growth became dependent on its ability to rapidly deploy innovative new products at an economic cost, especially for its increasing base of pre paid customers.

The billing system had to enable this - and it did so thanks to Sicap's existing software platform which has a modular and sustainable design – easily upgradeable to continue to deliver the latest that mobile technologies have to offer.

As the telecommunications sphere becomes increasingly underpinned by IP technologies, mobile operators must anticipate trends and constantly review their services portfolio. The underlying infrastructure on which services are run, the terminal used to access them and the subscription preferences of the end-user vary widely.



## Solution

Sicap relied on Computaris, as their long term trusted partner, to support the very challenging task of implementing and supporting the pre-paid billing system's new release.

## Benefits

- End-to-end integration and migration project execution covering:
  - Pre-project
  - Project Management
  - Specification and implementation
  - In-house testing
  - Deployment and migration support
  - Post migration support
- Near-shore resource availability
- Skilled telecom BSS engineers
- Local 24/7 support services with SLA compliance

## About Sicap

Specialized in mobile technologies, Sicap software enables Telecom, IT, Media and Entertainment players to achieve real time converged business, whether by dynamically recharging subscriber accounts, encouraging loyalty, or by updating their terminal and SIM configurations. The Sicap product portfolio focuses on customer satisfaction and service continuity, achieved from point-of-sale or over-the-air device management. The offer extends to include platforms which facilitate business between network operators and their partners.

The Sicap approach involves identifying the strengths and potential of existing implementations with a targeted focus on the software features necessary to optimize resources. The result is fast implementation, reduced service rollout times and ultimately a rapid return on investment.

Sicap asked Computaris to support its upgrade and customization effort, because of Computaris's long term proven expertise in Sicap's software solutions as well as its near shore advantage.

Computaris provided a dedicated team with a deep understanding of the Operator's business environment and needs, able to take over - alongside Sicap - the responsibility of developing and delivering a major new release to the Operator. Its analysts gathered requirements and prepared elaborate customer solution descriptions for each new feature. Computaris consultants specified and designed enhancements and its development teams implemented each new product release. Computaris specialists were also on-site to perform acceptance tests and support each release as it moved into production.

All these highly skilled technical resources were managed by a Computaris project manager having a thorough knowledge of Operator's existing solution and capable therefore to plan this huge project with enough flexibility that the Operator's changing requirements could still be accommodated while respecting the key goal of delivering in a rapid time scale and at a controlled cost.

After the new release was successfully deployed, Computaris provided a 24/7 hotline support service to guarantee service levels. An indication of the level of success is the fact that there have been no Service Level Agreement violations in the last two years since Computaris accepted this responsibility. The Operator has recently declared that after 10 years from its original installation, Sicap's solution still covers perfectly its needs and the new challenges that lie ahead.

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