

Applications Solutions for the Telecommunications Industry

At a Glance



Supported by the deep industry expertise of experienced consultants, Perot Systems provides applications solutions in niche areas of the telecommunications industry to solve our customers' specific business challenges and enhance their competitive position.

Through proven methodologies and industry best practices, we help our customers improve processes for bringing products and services to market, resulting in lower operational costs, higher revenues, improved responsiveness to market demands, and greater market share. And by leveraging our on-site/offshore global delivery capabilities, we ensure that solutions are delivered to specification, on time, and within budget.

PEROT SYSTEMS® Solutions for the Telecommunications Industry span the areas of:

- Convergent telecom operations services
- Convergent network services
- Mobility services

SEIZE COMPETITIVE ADVANTAGE IN A DYNAMIC MARKETPLACE — CONTROL COSTS, OPTIMIZE EFFICIENCIES, ACCELERATE PRODUCT ROLLOUTS, AND GROW MARKET SHARE.

In today's dynamic telecommunications industry, telecom service providers (TSPs) face constant challenges. While striving to speed next-generation products to market and meet consumer demand, they must also support existing services and deal with issues of convergence and consolidation. Both TSPs and independent software vendors (ISVs) continuously seek alternative operational models that will keep expenditures low and revenues strong.

TURN TO PEROT SYSTEMS FOR SOLUTIONS THAT MEET YOUR UNIQUE NEEDS AND STRATEGIC GOALS.

In successful engagements worldwide, Perot Systems has helped telecom firms reduce the complexity of information technology and expedite its benefits organization-wide. We help TSPs and ISVs improve their business processes for bringing new products and services to market, thereby lowering operational costs, increasing revenues, and growing market share. And through a global delivery model that leverages both on- and offshore resources and employs proven methodologies and best practices, we provide solutions that meet our customers' specifications, budgets, and delivery schedules—and meet or exceed their expectations for quality and value.

Our software solutions span a wide range of:

- Convergent telecom operations services
- Convergent network services
- Mobility services

We understand that each customer is unique. Our collaborative, customer-centered approach, founded on reliability, responsiveness, and quality care, sets us apart from our competitors. And we measure our success based on the results you achieve.

TRUST THE EXPERIENCE AND EXPERTISE OF A LEADER IN IT SERVICES FOR THE TELECOMMUNICATIONS INDUSTRY.

Perot Systems has considerable experience developing and implementing application services and managing complex projects for telecommunications service providers and independent software vendors. Our services are designed to provide telecom companies innovative solutions in core operational functions from a single source with accountability from initial design through implementation and maintenance. Our SEI CMMI Level 5 quality process framework ensures that solutions consistently meet or exceed our customers' expectations.

Perot Systems can develop, implement, reengineer, test, and manage your telecommunications applications via our proven global delivery model. Our experience and expertise as a leading technology and systems integrator can help you achieve measurable results—and maximum value—from your applications.

PEROT SYSTEMS APPLICATIONS SOLUTIONS FOR THE TELECOMMUNICATIONS INDUSTRY INCLUDE:

Convergent Telecom Operations Services

- Fulfillment
 - Customer relationship management (CRM)
 - Order management
 - Service design, composition, activation
- Assurance
 - Data collection, normalization, correlation
 - Performance and workflow management
 - Trouble ticketing and CRM
 - Quality of Service (QoS) and Service Level Agreement (SLA) management
- Billing
 - Billing, mediation
 - Rating, discounting, invoicing
 - Revenue assurance, fraud management
 - Interconnect, Electronic Billing Presentation and Payment

Convergent Network Services

- Signaling protocols
 - Wireless protocols: MAP, IS41 RANAP, ALCAP, WIN, CAP, and more
 - SS7 and VOIP protocols: MEGACO, MGCP, SIP, SIGTRAN, and SS7oATM (MTP3B and Q.SAAL)
- Switching applications Wireless and call control applications
- Interface and application development
 - Development of applications and interfaces for 2.5 / 3G standards such as GSM, CDMA, GSM-1X and UMTS, across different networks such as SS7 / IP / ATM
 - Softswitch development
- Quality assurance and field trials
- IN capabilities
 - INAP (IN Applications Part), CAP (CAMEL Application Part), wireless number portability, WIN support
- Element management system
 - Support for full FCAPS functionality across different networks and network elements
 - CLI interface to legacy systems and external NMS and OSS
 - Field-testing of devices including features such as over-the-air provisioning, regular build upgrades, performance testing and benchmarking

Mobility Solutions

- Engineering and software quality assurance (SQA) services
 - Applications/product development, testing, maintenance, and support
 - Migration and porting of applications and products across various platforms
 - Framework development and reengineering
 - Code coverage analysis and profiling
 - Applications, devices, peripherals, APIs, compatibility testing
 - Automated testing framework development and test execution
- Carrier and field testing services
 - In-country and pre-certification testing of devices, networks, carriers, and access points
 - Field testing of devices, including features such as over-the-air provisioning and regular build upgrades
 - Performance testing and benchmarking

Benefits

With applications solutions from Perot Systems, your organization can benefit from:

- A single source for solutions from inception to implementation, integration, and maintenance
- Deep domain expertise and technology expertise that help you accelerate time to market
- Rigorous testing, field trials, and verification of solutions to ensure quality, enhance customer satisfaction, and aid customer retention
- Niche expertise for cross-platform migration of existing applications
- Enhanced ability to meet global technology standards and regulatory compliance standards
- Consultative assistance to bid for strategic RFPs and RFIs
- Enhanced security and attention to intellectual property rights issues
- Flexible, priority -based resource usage, on demand

For more information about our Mobility Solutions or other solutions for your business or organization, contact your Perot Systems account representative or one of our global offices.

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