

The Client

A major Telecommunication company which is one of the largest providers of wholesale dial-up service to ISPs in North America and is the primary provider of Internet connectivity for millions of broadband subscribers through its cable and DSL partners.



The Challenge

The client offers Internet Protocol (IP) services, broadband transport, colocation services, and patented Softswitch-based managed model and voice services. With the ever increasing wide range of communication services and networks to world's largest telecom carriers both in North America and Europe, in addition to increasing wholesale cable and DSL partners, client needed to design and develop sophisticated and complex information systems from broad, high level directions for the smooth operation of the Order Management systems.

The Solution

ClarifyCRM application is the core application that is integrated with other customized and custom-developed applications to support Order Entry, Provisioning, Trouble Ticketing, Scheduling, and Inventory Managements applications and systems. Tasma's ClarifyCRM implementation team, with experience in telecommunications and in-depth knowledge Clarify's suite of products, is providing the architectural and implementation support to client on their various ongoing projects.

Some of the projects implemented are:

- Indirect sales channel through Clarify system using Reseller data model to support direct and indirect client customers.
- Functionality to relate Partners or their customers to products and services.
- Data Migration from Legacy system to the integrated Clarify system using batch script.
- Primary and secondary vendor referrals.
- Implemented order processing of "Replacement Parts" for various ClearLogistics transitions and related integration with Inventory Management database via web service.
- Provided production Support to trouble shoot logical, data, or configuration issues.

The Technology

- ClarifyCRM 11.2, ClearSupport, ClearSales, ClearLogistics, Java, PL/SQL, DOM, XML, Shell script, Oracle 8i, Sun OS 5.8