

## TCS supports Cable&Wireless in implementing its Fixed Mobile Convergence Solution

In order to remain competitive in the fast-paced and constantly evolving telecom industry, a service provider must continuously strive to offer innovative products that are both valuable and economical to customers. Cable&Wireless Worldwide, one of the leading communications integrators specialising in the mission critical needs of the largest users of telecoms, wanted to offer its GSM based Fixed Mobile Convergence (FMC) services to its customers. By converging fixed line and data networks using IP technology, the service would reduce the total cost of operations to enterprise customers, adding value to the mobile telecom experience.

As Cable&Wireless wanted to implement the system with a minimum amount of IT upheavals, the company decided to work with TCS as a System Integrator (SI) to manage the implementation of the FMC platform.

**Customer**

Cable&Wireless  
Worldwide

**Industry**

Telecom

**Offering**

System integrator  
for the  
implementation  
of C&W FMC Solution

### About the Client

Cable & Wireless Worldwide specialises in offering high quality communications services such as IP, data, voice and hosting to large enterprise, reseller and carrier customers. It operates globally, with core markets in UK, Asia and EMEA, and provides connectivity in 153 countries.

### Business Situation

Cable&Wireless' FMC converges fixed line and mobile networks, enabling businesses to move from the mobile network to the land line network when in the office environment. With the use of mobile over IP, businesses have a single supplier, a single bill, a single Service Level Agreement, lower costs and a simple user experience.

With a view to being first to market with FMC in the UK, it was key to deliver the system integration within set timescales. As a result, Cable&Wireless required well defined business and IT processes, minimal IT re-work and superior support for its business processes. It also wanted to use its existing IT platforms to minimise project costs without compromising on the flexibility and scalability of the IT architecture.

### TCS Solution

As the SI for this project, TCS began by defining business processes, designing the IT architecture and developing a solution across the fulfilment, assurance and billing areas in collaboration with Cable&Wireless. Key features of the solution included:

- Building the business workflows for the various FMC-related rollouts and activities.
- Provision of a self-care portal for customers to order FMC end-user Mobile service.
- Automation of the entire order flow using SOA based integration and web services on mainframes.
- Development of a Business to Business gateway to enable partners to receive/assign tickets.
- Development of a traffic monitoring solution to track traffic across mobile network elements.
- Automation of billing for Voice, SMS, GPRS and Blackberry services.
- Development of various Ordering/Assure and Billing Reports.
- Easy management of Mobile Core Network, FMC Access Network, Mobile Number and SIM Inventory.
- Compliance with various regulatory functions like Port In, Port Out, Repatriation and Re-routing.

The first phase of the solution was developed in 12 weeks to enable the early launch of the service, with the majority of processes being manual. TCS maintained the solution integrity throughout and the fully automated IT solution was rolled out within nine months.

TCS leveraged its expertise in the telecom vertical, by involving its Telecom Practice in the requirement gathering and implementation phases, expediting the roll-out of FMC solution to the market. The team also used the eTOM framework to understand the customer's current system architecture.

### Benefits

TCS delivered the following significant benefits to Cable&Wireless:

- Reduced time to market through a combination of support for business processes and automation in subsequent phases.
- Automation of the FMC End User Ordering processes, thereby eliminating the need for additional resources.
- Reduced costs by the optimal usage of the onsite-offshore model.

A huge thank you to TCS for its continued perseverance, support, creative approach, and ongoing flexibility in helping Cable&Wireless drive FMC to completion.

**- Mike Savin, FMC Programme Manager,**  
*Cable&Wireless Worldwide*

### **About TCS Telecom Industry Service Unit**

TCS' Telecom Industry Service Unit is the largest vertical contributing higher percentage to the overall TCS revenues. With a dedicated pool of professionals and an accumulated experience and ongoing associations with world-class Telecom service providers and equipment manufacturers, TCS has acquired unique and holistic understanding of the telecom domain to offer services suited to every stage of the business life cycle of our customers.

TCS helps wireline, wireless, broadband and cable, redefine their markets with innovative solutions that help them become more agile, reduce fixed operations costs, improve profit margins, and introduce next generation services. TCS sets customers apart from their competitors with instant access to industry solutions, best-in-breed technology, assets and frameworks.

### **Contact**

To know more about our Telecom solutions contact, [global.telecom@tcs.com](mailto:global.telecom@tcs.com) and for TCS SI offerings visit [http://www.tcs.com/offerings/itservices/sys\\_integration/Pages/default.aspx](http://www.tcs.com/offerings/itservices/sys_integration/Pages/default.aspx)

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Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

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